

# POSITION DESCRIPTION



## SECTION A: Position Context

Position Title	Administrative Officer
Position Grade	E1
Category	Executive
Campus / Unit	Sarawak Campus – Director Administration Office
Term of Appointment	Fixed-term contract
Effective Date	February 2024

### Position Purpose

The Administrative Officer in the Director Administration Office plays a significant role in providing effective support to the Director Administration to achieve the goals of the Student and Corporate Services Unit.

The position supports the Director Administration Office, working closely to:

- provide administrative support to the Director Administration and overall office;
- communicate internally and externally, and prepare reports and other documents when required;
- execute and/or manage projects undertaken by the Director Administration Office, including monitoring and follow-through;
- provide executive support to a wide range of governance meetings; and
- liaise with and contribute to building relations with the Government and other bodies.

The position requires an awareness of the issues affecting higher education nationally and internationally, an understanding of the University structures and processes generally, and of those of Swinburne University of Technology Sarawak Campus (SUTS) specifically, and the capacity to deal with both strategic and operational issues.

In addition, the position requires diplomacy, confidentiality, initiative, high level conceptual, evaluative and analytical ability as well as excellent administrative management and communication skills. The position also requires the capacity to work autonomously under pressure and with a high degree of versatility and to exhibit initiative.

### Participation on Committees

The position may be required to participate on relevant committees as and when needed and as directed by the Administrative Executive; or Director Administration.

### Supervision Reporting Relationship:

This position's supervisor / manager	Administrative Executive
This position's subordinate	-

### Location:

This position is located at the Swinburne University of Technology Sarawak Campus.

## SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

Key Responsibility Areas		
1.	<b>COMMUNICATIONS AND UNIVERSITY LIAISON</b>	<ul style="list-style-type: none"> <li>• Coordinate relevant strategic communication both internally and externally.</li> <li>• Liaise with government authorities, and other internal and external stakeholder groups with regard to the activities of the Director Administration Office.</li> <li>• Coordinate for legal reviews and communications with the University legal panels.</li> <li>• Organise for Board and Council meetings and compilation of papers, including liaising with its members and/or their respective offices as required.</li> </ul>
2.	<b>ADMINISTRATIVE FUNCTION</b>	<p>Provide administrative support to the Director Administration which includes:</p> <ul style="list-style-type: none"> <li>• Draft correspondences including internal memos and letters.</li> <li>• Prepare documents such as reports, presentations and statistics.</li> <li>• Assist in the administration and organisation of meetings involving the Director Administration - including preparation of invitations, room bookings, preparation of agenda and documents, and taking minutes as and when required.</li> <li>• Establish the work flow and maintain the filing system for the Director Administration's office.</li> <li>• Attend to client enquiries and provide response in a timely manner.</li> <li>• Carry out office administration duties including monitoring availability of office stationeries and booking of travel arrangements for the Director Administration.</li> <li>• Schedule and alert the Director Administration of appointments, meetings, events, tasks, deadlines, University calendar, etc.</li> <li>• Prepare meeting minutes as and when required by the Director Administration.</li> <li>• Maintain University records in accordance with policy.</li> <li>• May act as Returning Officer to organise elections for representations on Council, Academic Board, and OHS Committee.</li> <li>• Plan and organise duties, in particular during peak period, to support the functions of the respective units within the division.</li> </ul>
3.	<b>OCCUPATIONAL HEALTH AND SAFETY (OHS)</b>	<p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> <li>• Execute OHS requirements in respective work areas;</li> <li>• Maintain cleanliness, good housekeeping and overall safe work environment; and</li> <li>• Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.</li> </ul>
5.	<b>SWINBURNE VALUES AND CULTURE</b>	<ul style="list-style-type: none"> <li>• Commit to the Swinburne Values.</li> <li>• Conduct work professionally while demonstrating the Swinburne Values at all times.</li> </ul>
6.	<b>OTHER DUTIES</b>	Any other duties as required by the Administrative Executive; or Director Administration; or by an authorised personnel.

## SECTION C: Key Selection Criteria

<b>Qualifications:</b> Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		<b>Essential / Highly Desirable / Preferable</b>
1.	a) A Bachelor's degree in a relevant discipline from a recognised institution with subsequent relevant working experience; or b) A Diploma in a relevant discipline from a recognised institution with a minimum of three (3) years relevant working experience. Fresh Bachelor degree holders in relevant discipline can be considered.	Essential

<b>Experience / Knowledge / Attributes:</b> Required by the appointee to successfully perform the positions key responsibilities.		<b>Essential / Highly Desirable / Preferable</b>
1.	High functionality in the use of all Microsoft Office packages.	Essential
2.	Excellent project management and research skills, including being resourceful with the ability to monitor, coordinate and follow-through.	Essential
3.	Demonstrated ability to deal with sensitive matters, maintaining confidentiality and exercising judgement.	Essential
4.	Excellent oral and written communication skills including well developed research and report writing skills and the ability to handle correspondences in both Bahasa Malaysia and English.	Essential
5.	Ability to communicate effectively and empathetically with people at all levels in both the external and internal environment.	Essential
6.	Demonstrated ability to show initiative, sense of urgency and accountability for outcomes.	Essential
7.	Demonstrated ability to foster and work in a team environment and establish a cooperative approach with other staff throughout the organisation.	Essential
8.	Demonstrated ability to work independently and meet tight deadlines.	Essential
9.	Experience in the application of qualitative and quantitative analytical and reporting techniques within complex and possibly sensitive environment.	Highly desirable
10.	Quick learner, and is adaptable to changes, with positive attitude when faced with challenges.	Highly desirable