

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Assistant Manager, Admissions and Visa
Position Grade	E3 – Assistant Manager
Category	Executive
Campus / Unit	Sarawak Campus – Future Students (FS)
Term of Appointment	Full-time Appointment
Effective Date	June 2025

Position Purpose

The Assistant Manager, Admissions and Visa is responsible for achieving the set targets and Key Performance Indicators (KPIs) of the Unit. The position will work closely with the Director, Future Students to assist in managing the team in three (3) key areas namely Admissions, Visa and Insurance as part of the process in achieving the acquisition target for the pre-university and degree qualifications portfolio.

The position will assist the Director, Future Students to develop, implement strategies and tactics to ensure that the processes related to prospective student journey is seamless and upholding the quality of the brand of Swinburne.

This is a role that works across the whole University and the student journey from prospective students all the way to graduating with Swinburne Sarawak to provide a consistent, cohesive and strategic approach to services related to Admissions, Visa and Insurance for both domestic and international students.

The responsibilities include working with the Director, Future Students to devise processes to ensure all the aspects of the sub-unit are delivered in an efficient and effective manner with direct accountability for a sizeable budget, analysing and measuring the effectiveness of all processes.

As Swinburne Sarawak is expanding rapidly, the scope of responsibilities of the position is expected to grow accordingly.

Participation in Committees

The position will be required to participate in relevant committees as is needed for the efficient performance of duties and as directed by the Director, FS; or Pro Vice-Chancellor and Chief Executive Officer (Sarawak) – PVC&CEO (Sarawak); or by any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

<u>This</u> positions' supervisor/manager	Director, Future Students; or any other person as assigned by an authorised personnel
Other positions reporting to <u>this</u> position	Executive(s); and Officer(s) (if any assigned)

Location

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

SECTION B: Key Responsibility Areas

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

KEY RESPONSIBILITY AREAS		
1.	LEADERSHIP	<ul style="list-style-type: none"> Lead and guide staff involved in Admissions, Visa and Insurance. Set performance targets for staff and monitor progress for the achievement of these targets. Set and monitor professional standards for staff members. Monitor and report Key Metrics for all related sub-unit.
2.	PROCESS MONITORING	<ul style="list-style-type: none"> As a sub-unit to drive processes towards converting prospective students into enrolled students, the effectiveness and efficiency of all processes will be critical in ensuring that services provided meet the expectations of customers. Monitor the efficiency and effectiveness of the processes through the usage of system and analytical tools to provide timely data for any process improvement and intervention will be critical for this position.
3.	COMPLIANCE	<ul style="list-style-type: none"> Understand, comply and synthesize policy that is consistent with University's rules and regulation particularly but not limited to document relating to admissions of students, management of international students and management of sponsorship students. Understand and comply with the University's rules and regulations especially for Finance related documentation and approvals with regards to marketing campaigns, purchases and travel. Ensure all communications released to external are fully compliant to all rules and regulations set forth.
4.	STAFF MANAGEMENT	<ul style="list-style-type: none"> Assist Director, Future Students in developing performance plans, KPIs and monitor these against performances. Conduct annual performance reviews together with Director, Future Students.
5.	FINANCIAL MANAGEMENT	<p>In consultation Director, Future Students, plan and execute the annual budget including:</p> <ul style="list-style-type: none"> Cost allocation by area and by activity. Monitoring of expenditure against budget on a quarterly basis. Review resource allocation as market conditions change and make recommendations to reallocate resources as necessary. Ensure all expenses are accounted for.
6.	RELATIONSHIP MANAGEMENT	<p>EXTERNAL</p> <ul style="list-style-type: none"> Work closely with the Director, Future Students to manage the University's relationships with relevant suppliers, agencies, government and statutory bodies, etc. Develop briefs and tenders and negotiate service level agreements and contracts to ensure the University receives optimal levels of service from these providers. <p>INTERNAL</p> <ul style="list-style-type: none"> Develop effective working relationships with Faculties, Schools, administrative staff and Swinburne Melbourne to facilitate communications and marketing processes and collaborate on projects where appropriate. Work closely with Student Recruitment to keep both units updated on activities and to ensure the department's KPIs and targets are met.
7.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<p>Assist management in monitoring, measuring and reviewing performance of all OHSMS programmes including through the following:</p> <ul style="list-style-type: none"> Coordinate the implementation of OHSMS and ensure compliance among all stakeholders particularly SUTS staff, students, contractors and visitors; Direct investigation of incidents and coordinate corrective actions as needed.
8.	SWINBURNE VALUES AND CULTURE	<ul style="list-style-type: none"> Commit to the Swinburne Values. Conduct work professionally while demonstrating the Swinburne Values at all times. Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
9.	OTHER DUTIES	Any other duties as and when required and directed by the Director, Future Students; or PVC&CEO (Sarawak); or any other person as assigned by an authorised personnel.

SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential / Highly Desirable / Preferable
1.	A Bachelor's degree in communications, business management or any relevant discipline from a recognised institution with a minimum of 3 - 5 years of relevant working experience including one (1) year at supervisory level in leading a team of staff. Master's degree holders in relevant discipline can be considered.	Essential

Experience/Knowledge/Attributes: Required by the position to successfully perform the position's key responsibilities.		Essential / Highly Desirable / Preferable
1.	Working experience in managing a team that require high compliance to government, government and related agencies policies with a demonstrated understanding of the challenges and strategies of managing the agencies.	Essential
2.	Demonstrated expertise in the formulation of processes and structural approach in procedures.	Essential
3.	Excellent written and spoken English with the ability to clearly present ideas.	Essential
4.	Demonstrated experience and ability to manage and mentor staff with a diverse set of skills and personalities.	Essential
5.	Excellent computer skills including advanced knowledge of Microsoft Office software and other reporting software.	Essential
7.	Excellent interpersonal skills with ability to communicate and negotiate with people at all levels.	Essential
8.	Demonstrated ability to work effectively in dynamic and entrepreneurial environment with the ability to manage and deliver on multiple, time-sensitive projects.	Essential
9.	Ability to act with discretion on matters of confidential nature and manage business stakeholders in a mature and professional manner.	Essential
10.	Ability to work extra hours and on weekends as required to complete assigned tasks towards the achievement of the unit's targets and KPIs.	Essential
11.	Knowledge of the Malaysian and global education system and an understanding of key issues relating to the marketing and provision of private tertiary education in Malaysia and globally.	Highly Desirable
12.	Excellent written and spoken Bahasa Malaysia, Mandarin or Hindi.	Highly Desirable

Applications:

The application must also include a separate document addressing each applicable element of the Key Selection Criteria (as listed in Section C above).