POSITION DESCRIPTION

SECTION A: Position Context

Position Title	Director, Student Experience and Employability
Position Grade	DIR (Director)
Category	Managerial Level
Campus/Unit	Sarawak Campus – Student Experience and Employability
Term of Appointment	Fixed-term Appointment
Effective Date	June 2025

Position Purpose

The Director, Student Experience & Employability provides strategic leadership to create a holistic, student-centred experience and environment that supports engagement, wellbeing, academic success, and graduate employability across the full student lifecycle. The Director also leads innovation and digital transformation within the unit to ensure responsive, accessible, and data-enabled services that support student wellbeing, inclusion, and employability at scale.

The Director has executive oversight of a comprehensive and integrated portfolio that spans the full spectrum of the student experience. This includes:

1. Student Life and Engagement – encompassing orientation programmes, student leadership development, clubs and societies, volunteerism, and campus engagement initiatives;

2. Student Wellbeing and Counselling Services – including mental health support, psychological counselling, accessibility and disability services, and proactive wellbeing programmes;

3. Employability and Career Development – overseeing internship placements, industry engagement, career readiness initiatives, co-curricular recognition, and graduate employability tracking;

4. Accommodation Services – managing on- and off-campus accommodation, arrival and transition services, and on campus life programming to support student integration and success;

5. International Student Experience – delivering tailored support for international students including intercultural orientation, compliance support, and social integration initiatives;

6. Diversity, Equity, and Inclusion – advancing programs and strategies that support underrepresented and identity-based student cohorts, foster inclusive campus culture, and promote intercultural understanding;

7. Student Conduct and Complaints Management – providing institutional leadership over student discipline, misconduct processes, complaints, appeals, and restorative practices; and

8. Student Safety and Welfare – implementing systems for crisis response, food and housing security, threat assessment, and student support coordination.

The Director is responsible for shaping inclusive, future-oriented strategies that reflect best practices in higher education student affairs. This includes driving service innovation, enhancing student support ecosystems, and strengthening graduate outcomes. The role requires close collaboration with academic and professional units within the Sarawak campus and active engagement with Swinburne Melbourne to ensure strategic alignment, policy coherence, and operational excellence across the broader Swinburne network.

As a senior leader, the Director ensures that all services and programmes are delivered in a coordinated, effective, and student-driven manner, with accountability for service quality, operational efficiency, and compliance with Malaysian and Australian regulatory frameworks. The Director is a member of the Executive Group and contributes to institutional leadership, strategic planning, governance reporting, and continuous improvement.

Participation on Committees

The Director will be a member of the Executive Group of Swinburne Sarawak and will be a member of a significant number of committees. The position may be expected to have a close involvement with the Executive Committee, Swinburne Sarawak Council and the Board of Swinburne Sarawak Sdn. Bhd.

Other committees, boards, working groups etc as assigned or elected.

Supervision Reporting Relationships

This position's supervisor/manager	Pro Vice-Chancellor and Chief Executive Officer (Sarawak) – PVC&CEO (Sarawak); or any other person as assigned by an authorised personnel.
Other positions reporting to this position	Manager(s), Assistant Manager(s), Executive(s), and other position(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 (KRAs) are the <u>major outputs</u> for which the position is responsible and are <u>not a comprehensive statement</u> of the position activities.

	Key Responsibility Areas	
1.	**POLICY DEVELOPMENT AND IMPLEMENTATION**	• Provide leadership across the student experience and employability unit, aligning services with institutional strategy and student needs.
		• Drive digital transformation across student-facing services by leading the adoption of emerging technologies, integrated platforms, and data-driven decision-making to enhance engagement, access, and student success.
		• Lead the formulation, implementation, and review of policies and procedures related to student engagement, wellbeing, employability, conduct, and student life.
		• Ensure policy alignment with Swinburne Melbourne, and compliance with relevant Malaysian and Australian legislative and regulatory frameworks.
		• Stay abreast of emerging trends in higher education student affairs and apply national and international best practices.
		• Provide strategic advice on institutional positioning and policy implications related to student success and graduate outcomes.
		• Ensure staff within the Unit are appropriately guided on policy interpretation, execution, and compliance expectations.
		• Identify gaps and develop student administration policies and procedures to ensure consistent and effective.
		• Liaise with Swinburne Melbourne on drafting and reviewing University-wide policies and procedures.
		• Ensure compliance with legislative and regulatory requirements of Malaysian and Australian governments and relevant accreditation bodies.
		• Oversee implementation and compliance with Swinburne Melbourne policies where applicable, and Swinburne Sarawak policies where they differ.
2.	**FINANCIAL MANAGEMENT**	• Oversee the preparation, monitoring, and reporting of Unit budgets, ensuring financial sustainability and accountability.
		• Optimise the use of resources within student engagement, wellbeing, and employability portfolios while supporting institutional efficiency goals.
		• Support income-generating or cost-recovery activities (e.g., accommodation services, short courses, and employer partnerships) where appropriate.
		• Ensure timely and accurate financial reporting aligned with University standards and performance requirements.
		• Support the University in achieving its financial and strategic growth objectives.
3.	**COMPLIANCE AND INFORMATION MANAGEMENT**	• Ensure Unit compliance with all applicable laws, regulations, institutional policies, and accreditation requirements.
		• Champion the implementation and continuous improvement of digital tools and systems (e.g. CRM, digital career platforms, wellbeing case management, feedback helpdesk) to improve service delivery, data integrity, and regulatory compliance
		• Oversee the secure and ethical management of student data, case files, and records related to counselling, safety, employability, and co-curricular programs.
		• Lead regular reporting and analysis of student engagement metrics, graduate employability data, wellbeing trends, and co-curricular participation.
		• Ensure readiness for internal audits and external reviews by regulatory,

	Key Responsibility Areas

		quality assurance, or governmental bodies.
		• Ensure continuous operational compliance with regulatory requirements of relevant governmental, statutory, and accreditation bodies.
		• Oversee planning and delivery of services and programs in line with legal and compliance standards.
		• Lead the monitoring and maintenance of accurate and compliant staff records.
		• Ensure the availability of reliable and timely information for internal and external reporting, including for management, the Board and the University Council.
4.	**LEADERSHIP AND PEOPLE MANAGEMENT**	• Provide leadership across a diverse Unit, driving innovation in student experience, inclusion, and employability outcomes.
		• Manage, develop, and support staff across the Unit reporting to the Director, ensuring high standards of performance, engagement, and continuous professional development.
		• Foster a culture of collaboration, inclusivity, and accountability within the team, aligned with Swinburne Values.
		• Implement structured staff development frameworks, succession planning, and talent retention strategies.
		• Ensure all staff have clarity in role expectations and participate in regular performance feedback and improvement planning.
		• Foster a culture of learning, innovation, and performance to build organisational capacity aligned with the University's vision.
		• Proactively manage change by identifying key drivers and realigning priorities and initiatives.
		• Drive continuous improvement by reviewing and refining policies and procedures to align with university strategy.
		• Lead, coach, and manage teams to ensure optimal performance and achievement of strategic goals.
		• Develop team capabilities through targeted professional development and succession planning.
		• Set and uphold professional standards while aligning individual performance plans with university objectives.
		• Encourage a positive, productive work environment through feedback, involvement, and delegation.
		• Implement human capital strategies to support staff retention, engagement and growth.
		• Promote a culture of coaching, professional development, and continuous self-improvement.
5.	**WIDER UNIVERSITY INVOLVEMENT**	• Contribute to institutional governance and strategic decision-making as a member of the Executive Group.
		• Actively engage with Swinburne Melbourne and other internal and external stakeholders to align student services with wider university strategy.
		• Support and participate in university events, public engagements, and interunit collaborations.
		• Provide high-level reports, strategic updates, and expert insights to the University Council, Board of Directors, and external partners as required.
		• Lead or contribute to cross-functional task forces and working groups on student experience, safety, transformation, and inclusion.
		• Provide strategic advice and support to academic and administrative

	Key Responsibility Areas	
		units to enhance institutional performance. • Contribute to the effective governance and operation of the University as an active member of the Executive Group and in coordination with Swinburne Melbourne.
6.	**OCCUPATIONAL HEALTH AND SAFETY (OHS)**	• Facilitate the establishment and promotion of Occupational Health and Safety (OHS) objectives across all student-facing operations. • Ensure implementation of risk mitigation strategies and safe work systems for staff and students, particularly in counselling, events, and on-campus accommodation environments. • Promote mental health and psychological safety initiatives across the student and staff community. • Provide oversight for student-related incident response protocols and emergency preparedness in collaboration with relevant units.
7.	**SWINBURNE VALUES AND CULTURE**	• Commit to the Swinburne Values. • Uphold and model the Swinburne Values. • Actively lead culture-building efforts within the division, reinforcing ethical practices, respect for diversity, and professional service standards. • Support the implementation of Swinburne's cultural development framework and student engagement principles throughout the campus. • Promote equity, inclusion, and student voice in governance and planning processes. • 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.
8.	**CUSTOMER SERVICE**	• Champion a culture of student-centred service excellence across all touchpoints, from counselling and employability to orientation and complaints handling. • Leverage digital channels to improve accessibility, responsiveness, and personalisation of services across the student lifecycle, including chatbots, self-service portals, and mobile-first platforms. • Monitor service quality through feedback mechanisms, student engagement data, and continuous improvement processes. • Ensure visibility and responsiveness of front-line services to meet the evolving expectations of students and other stakeholders. • Collaborate with internal service units to streamline referral pathways, case management, and holistic student support. • Build strong relationships with alumni, employers, community stakeholders, and international partners to support co-curricular enrichment and graduate transitions. • Collaborate with internal and external customers to better understand, anticipate and meet the current and future needs of the branch campus university and its students in accordance with organisational expectations. • Implement high quality processes that document, assess, improve and deliver favourable service performances. • Be accessible for client enquiries; and respond to clients in a timely manner. • Ensure front counter personnel provide a friendly, helpful and responsive service to students and parents.

	Key Responsibility Areas
9. **OTHER DUTIES**	Any other duties as and when required by the PVC&CEO (Sarawak); or by 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 a relevant discipline such as education, psychology, business, social sciences, law or student affairs., with relevant working experience in the management of the student university life cycle and student matters.	Essential
2.	A postgraduate qualification in a relevant field, such as higher education leadership, counselling, public policy, or organisational development, which is relevant to the position.	Highly Desirable

	Experience / Knowledge / Attributes: Required by the position to successfully perform the positions key responsibilities.	**Essential/ Highly Desirable/ Preferable**
1.	Substantial senior leadership experience in student experience, wellbeing, or employability functions within a higher education or similar setup.	Essential
2.	Proven ability to analyse student data, interpret trends, and use insights to inform service delivery, institutional reporting, or policy development.	Essential
3.	Sound knowledge of the full breadth of student administration and its role in enhancing the student journey.	Essential
4.	Excellent interpersonal, negotiation, and communication skills with the ability to build trust and collaborate effectively with students, staff, executive leadership, and external stakeholders.	Essential
5.	Excellent organisational skills including the ability to plan, schedule, monitor, and report on activities and projects effectively.	Essential
6.	A good knowledge of quality assurance and enhancement systems and processes.	Essential
7.	Highly developed influencing and relationship-building skills including the ability to collaborate effectively with stakeholders at all levels across the University.	Essential
8.	Proven track record in team management including the ability to lead, coach, and foster a high-performing team environment.	Essential
9.	Demonstrated capacity to lead high-performing, cross-functional teams and manage change across diverse service portfolios.	Essential
10.	Proven ability to develop, deliver, and evaluate large-scale student support and engagement programs that enhance belonging, wellbeing, and graduate outcomes.	Essential
11.	Demonstrated experience in budget planning, resource allocation, and performance-based reporting for service units or strategic projects.	Essential
12.	Strong knowledge of digital transformation trends and experience leveraging digital platforms, CRM systems, analytics tools, or online engagement tools to scale and personalise student services.	Essential
13.	Experience with industry engagement, alumni relations, and co-curricular recognition frameworks such as employability awards, internships, or service learning.	Essential
14.	Ability to interpret, develop, and review relevant University policies and procedures and communicate clearly to students and staff.	Preferable
15.	Experience in developing, implementing, and monitoring policies and procedures aligned with institutional goals.	Preferable
16.	Substantial experience in student administration functions, particularly in areas such as admissions, examinations, awards and graduation ceremonies.	Preferable
17.	A strong understanding of strategic role of student services within a contemporary university.	Preferable

18.	Familiarity with international student wellbeing standards, academic advising models, and inclusive practice frameworks.	Preferable
19.	Understanding of student conduct management, case coordination, or threat assessment protocols in tertiary settings.	Preferable

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

The application should also include a *separate document of your 5-year plan* for the position to be written in one (1) page.