

# POSITION DESCRIPTION



## SECTION A: Position Context

|                     |                                  |
|---------------------|----------------------------------|
| Position Title      | Executive, Visa and Insurance    |
| Position Grade      | E2 - Executive                   |
| Category            | Executive                        |
| Campus / Unit       | Sarawak Campus – Future Students |
| Term of Appointment | Full-time Appointment            |
| Effective Date      | January 2025                     |

### Position Purpose

The primary focus of this position is to proactively assist and support the Assistant Manager, Admissions and Visa to provide supervision to a broad range of administrative tasks and record management, which includes providing information and assistance to Swinburne Sarawak students, staff and external stakeholders in relation to the visa function.

This position is responsible for providing and ensuring that the functions which include duties listed below are carried out in a highly coordinated, professional and effective manner: -

1. Manage, execute and monitor all processes related to Visa and Insurance Services;
2. Lead or coordinate any event or project related to Swinburne International and Non-Sarawakian students;
3. Maintain the databases and records under Visa and Insurance Services; and
4. Prepare the related reports and statistics for both internal and external stakeholders.

At the discretion of the Director, Future Students, the position may from time to time, be assigned to perform other functions within the Unit as and when required.

The position will work closely with Academic and Professional staff at Swinburne Sarawak and will liaise with local authorities especially Immigration Department to ensure consistency in corporate style and efficient use of resources.

### Participation on Committees

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

### Supervision Reporting Relationships

|  |  |
|--|--|
| This position's supervisor/manager         | Assistant Manager, Admissions and Visa, or any other person as assigned by an authorised personnel |
| Other positions reporting to this position | Officer, Visa and Officer, Insurance   |

### 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>MANAGEMENT AND GENERAL ADMINISTRATION</b> | <p>Assist and support the Assistant Manager, Admissions and Visa to:</p> <ul style="list-style-type: none"> <li>• Plan, organise, coordinate, implement and supervise all activities of the section and ensure that the activities are carried out successfully and in compliance with the University, Ministry of Higher Education (MOHE) AND Immigration Department Policy and Regulations.</li> <li>• Ensure Visa and Insurance Services administrations are in order.</li> <li>• Contribute to improvement of Visa Services processes.</li> <li>• Manage and maintain proper records for all the paperwork and correspondence relating to the job.</li> <li>• Monitor student visa application and renewal; update their profiles in the Student Management System.</li> <li>• Support other sections or units as required.</li> <li>• Ensure on time completion of assigned tasks relating to the unit tasks.</li> <li>• Support the Unit in various roles in providing services to the students and staff members.</li> </ul> |
| 2.                       | <b>LIAISON AND INTERACTION</b>               | <p>Work closely with various parties including:</p> <ul style="list-style-type: none"> <li>• Staff within Swinburne Sarawak</li> <li>• Staff from Melbourne Campus; and</li> <li>• Outside agencies on matters relating to Unit activities and functions.</li> </ul>  |
| 3.                       | <b>POLICY AND PLANNING</b>                   | <ul style="list-style-type: none"> <li>• Implement and ensure compliance with all the policies relating to the area of responsibility or section.</li> <li>• Assist in the development of policies and regulations relating to the area of responsibility or section.</li> <li>• Continuous process improvements.</li> </ul>  |
| 4.                       | <b>CUSTOMER SERVICE</b>                      | <ul style="list-style-type: none"> <li>• Provide fast, efficient, reliable customer service and accurate information to all members of staff, students and visitors.</li> <li>• Provide accurate information, educating and advising staff members on related policies and procedures.</li> <li>• Be accessible for client enquiries and respond to clients in a timely manner.</li> <li>• Ensure that the Unit's service standards are being observed.</li> </ul>  |
| 5.                       | <b>REPORT</b>                                | <ul style="list-style-type: none"> <li>• Prepare reports to the Assistant Manager, Admissions and Visa, on all activities undertaken.</li> <li>• Provide accurate information as and when needed by the Management.</li> </ul>  |
| 6.                       | <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>  |
| 7.                       | <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 time.</li> <li>• Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.</li> </ul>  |
| 8.                       | <b>OTHER DUTIES</b>                          | <ul style="list-style-type: none"> <li>• Any other duties as and when required by the Assistant Manager, Admissions and Visa; or Director, Future Students; or Pro Vice-Chancellor and Chief Executive Officer (Sarawak) – PVC&amp;CEO (Sarawak); or any other person as assigned by an authorised personnel.</li> </ul>  |

## SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the 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/<br/>Highly<br/>Desirable/<br/>Preferable</b> |
|--|---|--|
| 1.   | A Bachelor's degree in a relevant discipline from a recognised institution with at least three (3) years relevant work experience.<br>Master's degree holders in relevant discipline can be considered. | Essential  |

| <b>Experience / Knowledge / Attributes:</b> Required by the position to successfully perform the positions key responsibilities. |   | <b>Essential/<br/>Highly<br/>Desirable/<br/>Preferable</b> |
|--|---|--|
| 1.   | Experience in handling jobs related to Students Pass and Visa.  | Essential  |
| 2.   | Meticulous and have eye for details.  | Essential  |
| 3.   | Good organisational, problem solving and analytical skills.   | Essential  |
| 4.   | Pleasant personality with strong customer service focus and able to develop good working relationship with students, staff and external stakeholders. | Essential  |
| 5.   | Competent in computer skills and knowledge of Microsoft Office software, especially MS Words, MS Excel, and Power Point.                              | Essential  |
| 6.   | Demonstrated excellent teamwork. Able to work well with staff members from other units to provide the best customer service.                          | Essential  |
| 7.   | Ability to communicate with people from diverse backgrounds.  | Essential  |
| 8.   | Excellent communication skills, in written and spoken English and Bahasa Malaysia.  | Essential  |
| 9.   | A sound knowledge of the Immigration Department, local authorities' and Swinburne Sarawak rules and regulations.                                      | Highly Desirable   |
| 10.  | Knowledgeable and wide experience of Education Malaysia Global Services (EMGS) STARS system.  | Highly Desirable   |
| 11.  | Experience in the use of Tableau, PowerBI or equivalent software in data management/reporting.  | Highly Desirable   |
| 12.  | Some experience in a supervisory role of a team.  | Highly Desirable   |