POSITION DESCRIPTON

SECTION A: Position Context

Position Title	Laboratory Manager
Position Grade	M
Category	Managerial
Campus / Faculty	Sarawak Campus – Faculty of Engineering, Computing & Science
Division	Academic Office
Term of Appointment	Full-time Appointment
Effective Date	March 2023

Position Purpose

The Laboratory Manager is a senior administrative position in the Faculty and will lead the laboratory team. The Laboratory Manager will work with the Dean, Academic Admin Office Manager, Heads of Schools, Associate Deans and other Academic Leaders of the Faculty to contribute to the development, interpretation and implementation of key strategic areas in line with the University goals. The main duty of the Laboratory Manager is to manage the laboratory operation across the programs so that all laboratories operate according to disciplinary and national and international guidelines with respect to safety and pedagogy.

The Laboratory Manager will manage the operational requirements of the labs within the Faculty and acts across a range of policy areas. The position is also responsible for the management of key responsibilities in the areas of planning, policy, finances, human and physical resources, including information technology resources, student services, external client lab services, occupational health and safety and risk management, as well as professional accreditation and lab certification exercise.

University Information

As a 21st century university at the cutting edge of technology, innovation and entrepreneurship, Swinburne University of Technology has an ambitious vision to become the prototype of a new and different university. A next generation university. With a century long history of educating and training students with high-quality, career-orientated education and strong links to industry and the community it aims to bring people and technology together to create a better world.

Swinburne has an international reputation for quality research that connects science and technology with business and the community. The University standing in prestigious world academic ranking lists reflects our commitment to high-quality teaching and research and graduate outcomes.

Swinburne's emphasis is on high quality, engaged teaching and research in science, technology, business, design and innovation – teaching and research that makes a difference in the lives of individuals and contributes to national economic and social objectives.

Swinburne works to advance quality research through partnerships with industry, our communities and other universities within Australia and internationally, to achieve outcomes that are directly relevant to industry and society.

Swinburne offers both Higher Education and Vocational Education courses and programs, along with online education through both Swinburne Online and Open Universities Australia. The University has multiple campuses in Melbourne, Australia, and also an international campus in Sarawak, Malaysia.

The Campus in Sarawak is a licensed branch campus university in Malaysia which offers selected undergraduate, postgraduate and research degree courses identical to those offered at other Swinburne campuses in Australia. It also offers pre-university foundation programs. The Campus was established in 2000 as Swinburne Sarawak Institute of Technology and on gaining university status in Malaysia changed its name to Swinburne University of Technology Sarawak Campus in June 2004.

The Campus occupies a 16.5 acre site in central Kuching, the state capital of Sarawak. The Sarawak Campus has students from Malaysia and other countries, and plans to expand rapidly as its staff and facilities are developed continuously to allow a greater number and diversity courses to be offered.

The Campus in Sarawak is a joint venture between Swinburne University of Technology in Australia and the State Government of Sarawak through two of its shareholders – Yayasan Sarawak and the Sarawak Higher Education Foundation. The campus is part of a long-term strategy by Swinburne Australia, established in 1908, to globalise its operations and provide its students with international living, working and learning opportunities.

Faculty of Engineering, Computing and Science

The Faculty of Engineering, Computing and Science (FECS) currently offers a range of academic courses from undergraduate to research higher degrees. The Faculty supports the University's vision, mission and strategic goals through various academic, professional and outreach activities.

URL to web pages:	https://www.swinburne.edu.my

Participation on Committees

The appointee may be required to participate on relevant committees as and when needed for the efficient performance of duties and as directed by the Dean, FECS; and/or Deputy Pro Vice-Chancellor (Academic); and/or by an authorised personnel.

Supervision Reporting Relationships

This position's supervisor / manager	Dean, FECS, or any other person as assigned by an authorised personnel
Other positions reporting to this position	Laboratory staff of FECS

Location

This position is located at the Sarawak campus but the person may be required to undertake duties at any of the University's campuses for limited periods.

SECTION B: Key Responsibility Areas

The Key Responsibility Areas (KRAs) are the <u>major outputs</u> for which the position is responsible and <u>are not a comprehensive statement</u> of the position activities.

		KEY RESPONSIBILITY AREAS
1.	**POLICY AND PLANNING**	• Contribute to the annual strategic planning and policy development processes within the Faculty, especially those relating to the labs. • Contribute to the achievement of the Faculty's strategic goals and alignment with the University strategic priorities, and manage the reporting process in support of the Faculty and Campus Plans. • Work collaboratively with other Faculties / Units and Academic Leaders to support the Faculty and Campus Plans. • Lead lab planning and budgeting to ensure sustainable laboratory development and operation.
2.	**POLICY COMPLIANCE**	• Monitor and ensure compliance of all lab-related policies and procedures to ensure effective management of its resources. • Facilitate the workflow relating to certification requirements, accreditation and re-accreditation of academic programs as well as audits (e.g. ISO45001, ISO17025, DOSH safety reports and EAC, EA, ACS, MQA, SETARA, MOHE etc). • Review, develop and implement action plans timely to address all recommendations and/or concerns reported in certifications and audits as well as other feedback channels. • Ensure the compliance of lab safety requirements by all staff, students and visitors.
3.	**LAB ADMINISTRATION**	• Manage and review workload of lab staff. • Administer across all lab procedures and guidelines and provide accurate and timely advice to staff and students. • Manage processes to ensure all internal and external reporting requirements are met in a timely manner. • Develop and maintain relationships with relevant industries, professional bodies, business organisations and other educational institutions. • Manage and ensure adequate lab support services to support the Faculty's teaching, research and engagement activities. • Manage reporting and submission of statistical data and other non-routine documents as required. • Manage sensitive issues involving the University community with discretion.
4.	**FINANCIAL/ PROCUREMENT/ BUDGET MANAGEMENT**	• Assist the Dean and the Admin Manager in managing the Faculty's financial and physical resources. • Participate and contribute actively in the annual budgeting exercise. • Work collaboratively with Academic Leaders to strategically plan and maintain a 5-year laboratory procurement and development plan for capital expenditure to support teaching and research. • Effectively manage procurement process for capital expenditure which includes preparing and reviewing the paperwork of procurement and tender evaluation for top management approval. • Develop and implement a cost recovery plan via charging for laboratory services/equipment rental/usage in the labs in alignment with ISO17025 implementation for both internal and external stakeholders.Provide information and advice to the Dean and the Admin Manager on budgetary control, costing, as well as operational, human capital and capital expenditure. • Conduct regular financial review and analysis to alert on any financial issues as well as provide appropriate financial advice.

		KEY RESPONSIBILITY AREAS
5.	**HUMAN RESOURCE MANAGEMENT**	• Contribute actively in the annual human capital planning, hiring and managing a strong and motivated lab support team including making related recommendation for promotion of lab staff. • Manage the recruitment and selection process when required. • Facilitate and ensure proper mentoring support for new lab staff. • Monitor the work performance and contribution of all lab staff. • Manage, plan and facilitate staff development and welfare activities. • Manage all administrative, contractual, performance management process and disciplinary matters relating to human capital management. • Advise the Dean regarding hiring, evaluation, promotion and termination of laboratory technicians and technical officers, or makes related recommendations on Faculty & University KPI of lab performance.
6.	**PHYSICAL RESOURCES AND RECORDS MANAGEMENT**	• Identify physical resource requirements for better lab support services including the need for renovation and/or expansion of the laboratory areas. • Plan, develop and implement an up-to-date database system to keep track of all OPEX and CAPEX items example via a Stock Management System, to ensure equipment, chemicals and supplies are available for scheduled use and repairs and maintain instrumentation and equipment, and coordinate repairs with departmental instrument repair staff or vendors. • Ensure effective 5S implementation across all laboratories. • Ensure that all spaces and equipment in the labs are appropriately maintained/utilised and calibrated for smooth operations. • Coordinates disposal of waste (chemical or biological) or other hazardous materials or equipment from teaching laboratories with personnel or other appropriate offices. • Coordinate with the University Information Technology Services to ensure the computing, service and network support requirements are provided in an effective and efficient manner.
7.	**LEADERSHIP**	• Effectively lead the lab team and manage all lab related activities. • Work collaboratively and professionally to provide customer-focused lab support services to all internal and external stakeholders and ensure an excellent customer experience. • Be a catalyst for change and develop appropriate strategies to facilitate change and improve efficiency. Conduct benchmark visits to other institutions if necessary. • Direct investigation of incidents and coordinate corrective actions as needed. • Demonstrate leadership and commitment with respect to and as detailed in the OHSMS.
8.	**STUDENT SERVICES**	• Handle all student enquiries and appeals promptly and effectively in accordance with the relevant processes and policies. • Develops, schedule, review and implements schedule of experiments and demonstrations for semester's courses and HDR
9.	**BUSINESS DEVELOPMENT AND COMMUNICATION**	• Develop and implement a mechanism to achieve collaborative operational efficiency across different Unit in relations to external client lab services matters. • Ensure accuracy of information about the lab and its services contained in publicity materials (brochures, Web pages, etc.). • Ensure that reports on the Faculty's activities feed into various channels.

	KEY RESPONSIBILITY AREAS	
10.	**RISK MANAGEMENT**	• Monitor and coordinate reporting and updating of the risk register as detailed in the Risk Management Procedure. • Ensure the implementation of Hazard Identification, Risk Assessment and Risk Control (HIRARC) for laboratory activities to rectify potential issues and recommend control actions. • Work collaboratively with OHS Section to review Risk & Opportunity Register on regular basis.
11.	**OCCUPATIONAL HEALTH AND SAFETY (OHS)**	Support the management in the implementation and improvement of OHSMS, and ensure the lab operations are in compliance with the relevant OHS legislations and rules.
12.	**SWINBURNE VALUES AND CULTURE**	• Commit to the Swinburne Values. • Conduct work professionally while demonstrating the Swinburne Values at all time. • Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
13.	**Other Duties**	Any other duties as and when required by the Dean, FECS; and/or Deputy Pro Vice-Chancellor (Academic); and/or 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 Engineering, Science, Information Communication Technologies (ICT) or other related disciplines from a recognised institution. Higher level qualification can be considered.	Essential
2.	Postgraduate certificate / diploma / degree in a field related to administration or management from a recognised institution.	Preferable

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the position's key responsibilities.	Essential/ Highly Desirable / Preferable
1.	Minimum of five (5) years of relevant working experience, including two (2) years of experience in a leadership role in managing engineering and science laboratory or other management experience in supervising.	Essential
2.	Demonstrated ability to coordinate a range of key administration functions, systems and processes, including prioritising and following through on a diverse range of competing functions and tasks to meet deadlines within a rapidly changing environment.	Essential
3.	High-level interpersonal skills with the ability to communicate with people at all levels and vary communication style accordingly demonstrated through an ability to motivate, persuade, and negotiate with multiple stakeholders.	Essential
4.	Highly developed oral and writing skills (in English) demonstrated through experience in presenting complex information and producing periodic management reports.	Essential
5.	High-level analytical and problem-solving skills and the ability to develop and implement innovative solutions.	Essential
6.	Proven familiarity and competence with MS Office professional software applications and other management information systems to produce and analyse data and prepare management reports.	Essential
7.	Demonstrated track record of successfully manage OHS related ISO Standard or certification process or similar due diligence activities.	Essential
8.	Demonstrated ability to manage financial, human, physical, and IT resources to achieve strategic and operational goals. Familiarity with Activity-Based budgeting and costing approach, as well as in conducting financial review and analysis.	Highly Desirable
9.	Experience in providing leadership and direction to staff to achieve organisational goals, including through supportive performance review and development process.	Highly Desirable

Further Information

Further information is available from Human Resources at fax +60 82 260821, email careers@swinburne.edu.my.

Applications

Applications should include with their application a detailed CV indicating qualifications, experience and other matters considered relevant to the application. An honest attempt should be made to reveal all important information relevant to your suitability for the position sought. The CV should include information on work-related areas such as your visa and work status in Sarawak, Malaysia.

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

The University has a policy requiring successful applicants to produce evidence of all formal qualifications prior to commencing employment.

I accept the Position Description as stated above and that the Position Description may need amending and updating periodically due to changes in responsibilities and organisational requirements. Changes to position descriptions will be in accordance with the position grade and category and consistent with the purpose for which the position was established.

Name:

Date:

Signature: