

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Human Resources Officer – Benefits and HR Services
Position Grade	E1 – Officer
Category	Executive
Campus / Unit	Sarawak Campus – Human Resources (HR)
Term of Appointment	Full-time Appointment
Effective Date	October 2026

Position Purpose

The position is a Non-Academic position at the Sarawak Campus. The main duties and responsibilities of this position are in relation to the following scope of works within the Human Resources Unit's Benefits and HR Services function, namely:

- Compensation and benefits management;
- Statutory compliance, employee records and data management;
- Processing of staff claims; and
- Other related HR services such as staff confirmation, resignation, movements and other personnel management matters.

The position will also assist in the planning of related HR activities as well as responsible for implementing process improvements and any other initiatives across other sections of the HR unit as well as any other relevant tasks as assigned.

Participation on Committees

The position may be required to participate on relevant committees as and when needed and as directed by the HR Executive; or Assistant Manager; or Director, Human Resources; or by any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

<u>This</u> position's supervisor/manager	HR Executive as assigned; or any other person as assigned by an authorised personnel
Other positions reporting to <u>this</u> position	None

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.	PLANNING AND IMPLEMENTATION OF HR ACTIVITIES	- Assist in planning related HR activities, new initiatives and process improvements. - Perform all activities across the various functions of HR Unit. - Carry out follow-through actions required to ensure smooth daily operations. - Implement improvements and action plans required for continuous process improvement as well as any other initiatives and projects. - Be proactive in finding solutions for any problems or issues relating to HR matters and to improve on work processes or procedures.
2.	LIAISON AND INTERACTION	- Liaise with the relevant government authorities and statutory bodies in complying with the rules and regulations. - Liaise and interact with other external parties such as training providers, banks, clinics, hospitals and insurance companies on relevant matters. - Liaise and interact with internal parties on relevant matters.
3.	REPORTS AND DATA MANAGEMENT	- Maintain proper records and data so as to conduct analysis and provide timely information of HR matters when required. - Ensure that accurate staff records and up-to-date information are available for use by the Executive Group, Executive Committee, Human Resources Committee, Board of Directors and the University Council. - Prepare and provide accurate reports on a regular basis and as and when needed by the Management.
4.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following: - Execute OHS requirements in respective work areas; - Maintain cleanliness, good housekeeping and overall safe work environment; and - 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.
5.	SWINBURNE VALUES AND CULTURE	- Commit to the Swinburne Values. - Conduct work professionally while demonstrating the Swinburne Values at all time.
6.	CUSTOMER SERVICE	Demonstrate Swinburne Values including: - Provide accurate information, educate and advise staff on HR matters including compliance of policies and procedures. - Respond to any queries in a timely and polite manner.
7.	OTHER DUTIES	Any other duties as assigned by the HR Executive; or Assistant Manager; or Director, HR; 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) A Bachelor's degree in Human Resources Management, Human Resources Development, or other related discipline from a recognised institution; OR b) A Diploma in Human Resources Management, or related discipline with a minimum of three (3) years working experience in human resources area. Fresh Bachelor degree holders in relevant discipline can be considered.	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.		Essential / Highly Desirable / Preferable
1.	Proficiency in the application of information technology, i.e. MS Office and Adobe Acrobat to administer systems and tasks, including demonstrated competence with word documents, spreadsheet packages and presentation slides.	Essential
2.	Ability to communicate well in spoken and written English and Bahasa Malaysia to ensure information is conveyed effectively and to develop cooperative working relationships with internal and external customers.	Essential
3.	Pleasant personality with good interpersonal skills, and organisational skills with resourcefulness in handling multiple projects.	Essential
4.	Demonstrate integrity in handling sensitive information and ability in maintaining confidentiality of information.	Essential
5.	Demonstrate accountability and take initiatives in conducting follow-through of job tasks.	Essential
6.	Candidates with some relevant work experience will have added advantage.	Highly Desirable
7.	Familiar with the current regulations and requirements as well as various government and statutory bodies (e.g. Sarawak Labour Ordinance, Sarawak Immigration Department, Human Resource Development Corporation, SOCSO, Inland Revenue Board, Employee Provident Fund etc).	Highly Desirable
8.	Familiar with use of technology features including Artificial Intelligence (AI) tools and/or technology-enabled system to enhance HR operations and functions such as human resource information system and leave system.	Highly Desirable
9.	Familiar with the current trends in human resources practices.	Preferable