

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Officer, Policy, Planning and Quality
Position Grade	E1 - Officer
Category	Executive
Campus / Unit	Sarawak Campus – Policy, Planning and Quality (PPQ)
Term of Appointment	Full-time Appointment
Effective Date	April 2024

Position Purpose

The position is an administrative position within the Policy, Planning and Quality (PPQ) Unit at the Swinburne Sarawak Campus and will report to the Manager, Policy, Planning and Quality.

The general responsibilities of this position include internal and external quality assurance duties, general administrative duties, the provision of information and assistance to the Manager and other staff members in PPQ for the unit to fulfil its key responsibilities. The administrative duties include, but are not limited to, arrangement of meetings with internal staff members and external parties, taking minutes of meetings, making travel arrangements, information and fact finding, management and entry of data, maintenance of filing systems as well as some analytical tasks.

Working under direction from the Manager or nominee, the position will be required, among others, to provide support to the unit to monitor internal quality assurance plans, provide support on quality management across Swinburne Sarawak in internal and external accreditation and reaccreditation, as well as contribute to continuous improvement in the implementation of the Approach-Deployment-Result-Implementation (ADRI) quality management system (QMS) at Swinburne Sarawak.

In undertaking these responsibilities, the position will be expected to exhibit a highly professional approach in working closely and collaboratively with management and staff members at both the Sarawak and Melbourne campuses, work with a broad range of staff at the Sarawak campus to ensure that a range of deliverables are met and work with considerable autonomy and acting with minimal supervision.

Participation on Committees:

The position will be required to participate on relevant committees as and when needed for the efficient performance of duties and as directed by the Manager, PPQ; or Director, Administration Office or by an authorised personnel.

Supervision Reporting Relationships:

This position's supervisor/manager	Manager, PPQ, or any other person as assigned by an authorised personnel
Other positions reporting to this 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 position is responsible and are not a comprehensive statement of the position activities:

KEY RESPONSIBILITY AREAS	
1.	<p>ADMINISTRATIVE AND SECRETARIAL SUPPORT</p> <p>Strategic Planning and Internal Quality Assurance (IQA)</p> <ul style="list-style-type: none"> • Provide support in coordinating and monitoring the University's strategic plans and action plans, including SUTS Campus Plan, SETARA, MQA Self-Accreditation Audit progress updates for SUTS Executive Group and Board of Directors, including, but not limited to. • Work closely with the Manager and internal/external stakeholders to implement internal quality assurance plans that support SUTS Quality Management System (QMS) for continuous improvement as well as to meet operational and accreditation requirements. • Manage the IQA schedule, paperwork and correspondences relating to internal quality assurance to enable easy retrieval of these documents. • Provide support in requests for information from external stakeholders, including the Malaysian Ministry of Higher Education, Malaysian Qualifications Agency, Swinburne Melbourne (including self-accreditation and compliance audit, SETARA, new course applications). <p>Others</p> <ul style="list-style-type: none"> • Work closely with the Manager and other staff members in the Unit to: <ul style="list-style-type: none"> ▪ implement administrative systems that allow PPQ to accurately deliver a high standard of service and/or provide information to relevant internal and external stakeholders in a timely manner; ▪ contribute to the smooth running of office administrative functions and maintain effective communications within and outside PPQ; ▪ implement strategic plans for PPQ to ensure continuous improvement of the functions and service delivery of the unit; and ▪ implement and monitor risk controls relating to PPQ as part of the University's risk management process. • Provide administrative and secretarial support to other PPQ staff members including: <ul style="list-style-type: none"> ▪ check that all documents requiring the Manager's approval are in order and in compliance with policies and procedures as well as the approved budget; ▪ manage a filing system of all paperwork and correspondence relating to the key responsibility areas of the unit to enable easy retrieval of the documents; ▪ assist in the administration and organisation of meetings, videoconference meetings, and visits requested by external parties, including preparing invitations and agenda, making room and equipment bookings as well as arranging food and beverage, and transportation for visitors; ▪ printing, photocopy, scan, collate and binding documents for meetings and external parties; ▪ organise travel arrangements; ▪ prepare quotation summary forms; ▪ collect in-coming mail; ▪ maintain the appointment and meeting calendar of the Manager; and ▪ replenish supply of office stationery.

KEY RESPONSIBILITY AREAS		
2. COMMUNICATIONS, FACULTY AND UNIVERSITY LIAISON	<ul style="list-style-type: none"> • Collect and compile information from all academic and management units to facilitate implementation and achievement of the University's strategic plans. • Disseminate information and updates from the Unit to relevant internal stakeholders. • Follow up with academic and management units to collect information and/or documents for submission to: <ul style="list-style-type: none"> a. Government bodies (including self-accreditation and compliance audit, SETARA, new course applications), b. Professional accreditation bodies, and c. Swinburne Melbourne. • Coordinate meetings, record and disseminate minutes of meetings or notes. • Draft, compile and provide reliable information on a timely basis to internal and external stakeholders. • Assist with preparing and disseminating and/or despatching correspondence, including presentation materials and reports for communications to internal and external stakeholders. • Liaise with government authorities, and other internal and external stakeholders. 	
3. OCCUPATIONAL HEALTH AND SAFETY (OHS)	<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"> • 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. 	
4. 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 time. 	
5. OTHERS	<p>Any other duties as and when required by the Manager, PPQ or the Director Administration; or any other person as assigned by the Manager, PPQ or by an authorised personnel.</p>	

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 / Desirable
1.	a) A Bachelor's degree in a relevant discipline from a recognised institution; or b) A Diploma in a relevant discipline from a recognised institution with a minimum of three (3) years of relevant work experience. Fresh Bachelor degree holders in relevant discipline can be considered.	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the position's key responsibilities.		Essential / Highly Desirable / Desirable
1.	Demonstrated level of maturity consistent with the requirements of the position for independent work and proactive approach to complete assigned tasks.	Essential
2.	Demonstrated ability to attend to details and able to handle more than one priority at a time to successfully prioritise and identify the best course of action in the implementation of assigned tasks.	Essential
3.	Demonstrated time management and organisational skills, including the ability to monitor, coordinate and follow up to meet tight deadlines.	Essential
4.	Proficient in using written and spoken English and Bahasa Malaysia.	Essential
5.	Ability to communicate effectively and empathetically with people at all levels in both the external and internal environment.	Essential
6.	Demonstrated ability to work well in a team environment and contribute actively to team cohesiveness.	Essential
7.	Demonstrated computer literacy to perform a range of tasks, including proficiency to produce a range of documents relevant to the role from the MS Office Suite, Adobe Acrobat Professional and other software applications.	Essential
8.	Demonstrated integrity in handling sensitive information and ability in maintaining confidentiality of information.	Essential
9.	Demonstrated ability to develop, implement and manage administrative systems and processes.	Highly Desirable
10.	Experience in administration and/or secretarial position in a large organisation and experience in quality assurance areas, including ISO, quality control, internal/ external audit.	Highly Desirable
11.	Proficiency in using digital repositories to set up and maintain administrative systems.	Highly Desirable