POSITION DESCRIPTON

SECTION A: Position Context

Position Title	Assistant Manager, Policy, Planning and Quality
Position Grade	E3
Category	Executive
Campus / Unit	Sarawak Campus – Policy, Planning and Quality (PPQ)
Division	Student and Corporate Services
Term of Appointment	Full-time Appointment
Effective Date	March 2023

Position Purpose

The position is within the Policy, Planning and Quality Unit (PPQ) at the Sarawak Campus. The person reports to the Manager, Policy, Planning and Quality.

The person will assist the Manager with duties associated with the implementation of regulations, policies, and processes related to:

- New course proposals, course approvals and accreditation, including self-accreditation of courses delivered by Swinburne Sarawak; and
- Quality Management.

Working under direction from the Manager, the Assistant Manager, Policy, Planning and Quality will be required to:

- provide support on quality management across Swinburne Sarawak in internal and external accreditation and reaccreditation,
- manage the processes at Swinburne Sarawak to facilitate the harmonisation of academic policies between Swinburne Melbourne and Swinburne Sarawak,
- work with internal stakeholders to enhance the effectiveness and efficiency of accreditation processes across Swinburne Sarawak, and
- contribute to continuous improvement in the implementation of the Approach-Deployment-Result-Implementation (ADRI) quality management system (QMS) at Swinburne Sarawak.

From time to time, the person will also carry out special projects, especially those concerning the implementation of policies and quality management initiatives, as requested by the Manager, Director Administration and/or the Pro Vice-Chancellor and Chief Executive Officer (PVC&CEO).

In undertaking these responsibilities, the person will:

- be required to acquire an in-depth understanding of the
    - Higher Education and TAFE sectors;
    - overall University governance and administrative processes; as well as
    - relevant acts and statutes, including the Private Higher Educational Institutions Act 1996 (Act 555) and its regulations;
- 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 to ensure that a range of deliverables are met;
- work with considerable autonomy, acting with minimal supervision; and
- make decisions independently, demonstrate initiative and be responsible for achieving defined strategic goals.

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.

Policy, Planning and Quality

The Policy, Planning and Quality (PPQ) Unit is led by the Manager, Policy, Planning and Quality. PPQ was set up in 2010 for the coordination and management of the Swinburne Sarawak accreditation and policy documents, external accreditation through government quality rating instruments (e.g. SETARA), liaison with the Malaysian Ministry of Higher Education (MoHE) and Malaysian Qualifications Agency (MQA), compliance with the Personal Data Protection Act (PDPA 2010), self-accreditation audits, as well as supporting the faculties in professional accreditation and external audits. PPQ also supports PVC&CEO in monitoring the university's campus plan and organisation of related strategic level activities for the university.

PPQ works closely with all the units in the Sarawak campus as well as the relevant units in Swinburne Melbourne to promote harmonisation of policies across both campuses and to ensure compliance with both the Australian and Malaysian accreditation requirements.

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

Participation on Committees

The appointee will be required to participate on relevant committees as and when is needed for the efficient performance of duties and as directed by the Manager, PPQ; and/or Director, Administration.

Supervision Reporting Relationships

This position's supervisor / manager	Manager, PPQ
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 the position is responsible and are not a comprehensive statement of the position activities.

		Key Responsibility Areas

1.	**PLANNING, OPERATION AND MANAGEMENT**	**Accreditation and Reaccreditation**
		• Lead coordination of 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.
		• Implement agreed timelines to meet deadlines for internal and external accreditation and reaccreditation, concept proposals, course approvals, institutional accreditations and rating exercises.
		• Organise and review self-assessment reports and supporting materials submitted for self-accreditation to ensure timely submission.
		• Review compilation of reports, prescribed forms and supporting documentation against requirements of external accreditation bodies, including government agencies and professional accreditation organisations to confirm the accuracy and completeness of compilations.
		• Monitor the progress of action plans in response to internal review reports from Swinburne Melbourne as well as external accreditation audit reports and rating reports.
		• Review with internal stakeholders the effectiveness and efficiency of procedures and processes for implementation across Swinburne Sarawak and make recommendations for process simplification.
		Others
		• Participate in strategic planning activities and contribute to the achievement of strategic goals for continuous quality improvement in PPQ.
		• Work closely with the Manager and other staff members in the unit to:
		  - Prepare annual budget for PPQ;
		  - 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.

2.	**DOCUMENT MANAGEMENT**	**Accreditation and Reaccreditation** • Coordinate institutional and course level audits as well as rating exercise to ensure audit processes and documentation are compliant with requirements from the government agencies and/or professional bodies. • Coordinate and review the prescribed course approval and/or accreditation forms from the government agencies to ensure timely submission. • Coordinate completion of internal review reports, including liaising with internal stakeholders to follow up and resolve the review findings. • Monitor implementation of academic processes to ensure its alignment with those of Swinburne Melbourne. • Assist in preparation of accreditation-related documents and/or reports, including for Academic Practice Committee, Academic Board and other working groups as required.
3.	**QUALITY ASSURANCE AND MANAGEMENT**	**Accreditation and Reaccreditation** • Collaborate with key staff key staff across Swinburne Sarawak and Swinburne Melbourne to ensure the Quality Management System (QMS) meets current and future accreditation requirements. • Oversee and/or monitor preparations for external accreditation audits, rating exercise and internal reviews, including monitoring the progress of action plans. • Keep up-to-date with relevant accreditation manuals and standards, acts and statutes, including the Private Higher Educational Institutions Act 1996 (Act 555) and its regulations to provide support for accreditation and reaccreditation as required. • Coordinate the Accreditation and Reaccreditation Working Group, Task Force and

		Key Responsibility Areas
		other relevant working groups as required. **Quality Management** • Undertake regular analysis of quality management procedures for accreditation and reaccreditation including statistics as well as make recommendations for process simplification and continuous improvement in the accreditation and reaccreditation at Swinburne Sarawak. • Collaborate with key staff across Swinburne Sarawak and Swinburne Melbourne to ensure the Quality Management System (QMS) meets current and future accreditation requirements.
4.	POLICY DEVELOPMENT AND ADVICE	• Assist with drafting amendments to relevant accreditation procedures and processes. • Keep up-to-date with relevant accreditation manuals and standards, acts and statutes, including the SETARA requirements, Private Higher Educational Institutions Act 1996 (Act 555) and its regulations to provide support as required.
5.	COMMUNICATION. FACULTY AND UNIVERSITY LIAISON	• Assist to research, draft and edit documentation relating to key responsibility areas of the unit. • Disseminate information and updates on accreditation requirements and standards to relevant internal stakeholders. • Assist with the development and production of targeted communications materials for Swinburne Sarawak staff, and with presentation materials when required. • Provide reliable, supported, information on a timely basis to internal and external stakeholders. • Liaise with government authorities and other internal and external stakeholders as necessary. • Assist in correspondence when required.
6.	PROJECT MANAGEMENT	Assist in carrying out special projects, especially those concerning the implementation of policy management and quality management initiatives at Swinburne Sarawak.
7.	TEAMWORK CAPACITY BUILDING	• Exhibit a highly professional, team work approach in working closely and collaboratively with other staff members of the Unit, management and staff at Swinburne Sarawak, and other University-wide units at Swinburne Melbourne involved in supporting quality management activities. • Assist to guide staff members to complete assigned tasks.
8.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	Assist management in monitoring, measuring and reviewing performance of all OHSMS programmes including through the following: • Coordinate the implementation of OHSMS and ensure compliance among all stakeholders particularly SUTS staff, students, contractors and visitors; • Direct investigation of incidents and coordinate corrective actions as needed.
9.	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.
10.	OTHER DUTIES	Any other duties as and when required by the Manager, PPQ; or the Director, Administration; or Pro Vice-Chancellor & Chief Executive Officer (PVC & CEO); or any other person as assigned by the Manager, Policy, Planning and Quality or by an authorised personnel.

SECTION C: 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 Bachelor's degree in a relevant discipline from a recognised institution.	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the position's key responsibilities.	Essential/ Highly Desirable / Preferable
1. Minimum of 3 years of relevant working experience including one (1) year of supervisory role.	Essential
2. Demonstrated ability to work independently, and to take initiative and responsibility to manage time and teams to meet deadlines.	Essential
3. A positive work attitude and a proactive approach to completing more than one complex project at a time.	Essential
4. Proven capacity for accuracy, meticulous, and attention to detail.	Essential
5. Good problem-solving skills.	Essential
6. Experience in: • Interpreting and implementing policies or standards; • Auditing documents and / or reviewing policies and procedures; and • Developing new processes and / or improve existing practices for quality assurance and accreditation management.	Essential
7. Demonstrated interpersonal skills to communicate professionally and empathetically with people at all levels in both the external and internal environment.	Essential
8. Demonstrated cross-cultural and negotiation skills in working collaboratively and effectively with staff across organisational structures to achieve goals and meet stakeholder requests.	Essential
9. Proficiency in using English to draft and/or to proof-read and edit policies and procedures as well as working guidelines, self-assessment reports and other documentation.	Essential
10. Proficiency in the application of Microsoft Office, especially in Word, Excel and PowerPoint, Adobe Acrobat Professional as well as Information and Communication Technology (ICT) to administrative systems and tasks.	Essential
11. Demonstrated integrity in handling sensitive information and ability in maintaining confidentiality of information.	Essential
12. Demonstrated ability to communicate in Bahasa Malaysia orally and in writing to convey and elicit information effectively with internal and external stakeholders.	Essential
13. Demonstrated ability to develop, implement and manage administrative systems and processes.	Highly desirable
14. Demonstrated ability to self-develop in area of quality assurance process. Added advantage if the quality assurance is in higher education area.	Preferable
15. Proficiency in using Office 365 applications.	Preferable

Further Information:

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

Applications:

Applications should include a detailed CV summarising qualifications, experience and other matters considered relevant to the application.

The application should 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: