

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Registrar
Position Grade	DIR (Director)
Category	Managerial Level
Campus/Unit	Sarawak Campus – University Registrar's Office
Term of Appointment	Fixed-term Appointment
Effective Date	June 2025

Position Purpose

The Registrar provides executive leadership in delivering integrated, high-quality academic administrative services across the full student lifecycle at Swinburne University of Technology Sarawak (Swinburne Sarawak). As a senior executive member of the University, the Registrar plays a strategic and operational leadership role in ensuring that all functions related to student enrolment, academic governance support, institutional compliance, and strategic enrolment are delivered efficiently, professionally, and in alignment with the University's values, strategic objectives, and regulatory obligations.

The Registrar oversees core portfolios including student enrolment, examinations, academic progression, results, awards and graduation ceremonies, records management, student data governance, timetabling, academic calendar coordination, transfer credit assessment, degree audits, transcript services, academic integrity, complaints and misconduct, institutional data analytics, and strategic enrolment and retention planning.

In addition, the Registrar is responsible for:

- Leading the development, review, and implementation of student-related policies, in close collaboration with Swinburne Melbourne and in compliance with both Malaysian and Australian regulatory frameworks;
- Supporting academic governance through secretariat roles for policy and progress committees, curriculum coordination, and calendar development;
- Overseeing institutional records governance, transcript issuance, privacy and Personal Data Protection Act (PDPA) coordination and training, and data management for audit, accreditation, and reporting;
- Providing strategic oversight of admissions frameworks, academic timetabling, classroom allocation, and physical resource scheduling;
- Leading institutional coordination on academic integrity, internal audits, and risk compliance;
- Supporting transfer credit and matriculation assessment procedures and graduation eligibility;
- Driving innovation and digital transformation in student systems and analytics reporting capabilities;
- Ensuring the delivery of responsive, ethical, and student-centred services to students, parents, staff, partners, and Student Affairs units;
- Supporting university honours, ceremonial protocols, and recognition programs such as awards and prizes; and
- Fostering a culture of continuous improvement, professional development, staff training, and strategic workforce capability in the Registrar's Office.

As a member of the Executive Group, the Registrar actively contributes to broader institutional planning and performance, represents the Registrar's Office on internal and external committees, and engages with Swinburne Melbourne to ensure policy and system alignment across the broader Swinburne network.

Participation on Committees

The Registrar will be a member of the Executive Group of Swinburne Sarawak and will be a member of a significant number of committees. The position may be expected to have a close involvement with the Executive Committee, Swinburne Sarawak Council and the Board of Swinburne Sarawak Sdn. Bhd.

Other committees, boards, working groups etc as assigned or elected.

Supervision Reporting Relationships

<u>This position's supervisor/manager</u>	Pro Vice-Chancellor and Chief Executive Officer (Sarawak) – PVC&CEO (Sarawak); or any other person as assigned by an authorised personnel
<u>Other positions reporting to this position</u>	Manager(s), Assistant Manager(s), Executive(s), and other position(s) if any assigned

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.	POLICY DEVELOPMENT AND IMPLEMENTATION	<ul style="list-style-type: none"> Develop and implement student-related policies in compliance with Malaysian and Australian higher education regulations, ensuring dual-framework alignment with Swinburne Melbourne. Work with Deputy PVC (Academic) for academic governance and policy committees, including support for curriculum management, Academic Board committees, and course approvals. Coordinate development and publication of the academic calendar in collaboration with academic and operational units. Advise on the interpretation and implementation of university statutes, regulations, and related legal frameworks. Liaise with Swinburne Melbourne to ensure consistency and alignment of institutional policies and procedures. Work with Deputy PVC (Academic) to ensure timely updates and communication of academic policy changes to all stakeholders. Identify gaps in student administration practices and develop policies and procedures to ensure consistency, compliance, and operational effectiveness. Stay current with educational developments and trends in Malaysia, Australia and the transnational education sector. Monitor legislative, regulatory, and accreditation requirements from Malaysian and Australian authorities to ensure institutional compliance. Ensure the implementation and compliance of Swinburne Melbourne policies where applicable, and Swinburne Sarawak policies where they differ.
2.	FINANCIAL MANAGEMENT	<ul style="list-style-type: none"> Manage the Registrar Office's budget, ensuring financial sustainability and effective resource utilisation. Optimise administrative processes to enhance service delivery and reduce operational costs. Monitor Registrar Office's expenditure to ensure alignment with approved budgets and university priorities. Support strategic enrolment planning and administrative yield analysis to enhance revenue generation opportunities. Ensure financial reporting is accurate, transparent, and delivered in a timely manner. Support the University in achieving its financial and strategic growth objectives.
3.	COMPLIANCE AND INFORMATION MANAGEMENT	<ul style="list-style-type: none"> Ensure full compliance with all relevant legislation, regulations, accreditation standards, and audit requirements (including MQA, MOHE, TEQSA, and others). Oversee student records management governance to maintain the accuracy, integrity, confidentiality, and legal compliance of data. Lead and coordinate compliance with data protection laws including Malaysia's PDPA and Australian and other

Key Responsibility Areas		
		<p>equivalents.</p> <ul style="list-style-type: none"> • Supervise official transcript issuance, verification services, document authenticity processes, and liaison with verification authorities. • Oversee institutional readiness for academic audits and ensure timely, accurate reporting and documentation. • Monitor and promote academic integrity practices, policies, and institutional reporting mechanisms. • Oversee legal compliance in all planned services and operational activities. • Ensure sufficient and accurate information is available for internal and external reporting needs for management, the Board and University Council.
4.	LEADERSHIP AND STRATEGIC MANAGEMENT	<ul style="list-style-type: none"> • Provide executive leadership to the Registrar's Office, fostering a culture of service excellence, accountability, and innovation. • Establish and implement strategic plans aligned with university-wide goals and student experience priorities. • Lead change management initiatives, especially relating to digital transformation in student systems and workflows. • Manage staff performance planning, development, and structured feedback processes and closing the loop. • Lead capacity building through targeted staff training, capability frameworks, succession planning, and professional development. • Champion staff wellbeing, engagement, and a values-driven work environment. • Foster a culture of continuous learning, innovation, and high performance aligned with the University's vision. • Anticipate and respond to changing business environments by identifying key drivers of change and adjusting priorities accordingly. • Lead the development and continuous improvement of Registrar Office policies and procedures to align with university strategies and ensure operational efficiency. • Implement structured performance planning, monitoring staff against agreed targets, and offering constructive feedback. • Promote an inclusive, collaborative, and performance-driven culture through delegation, engagement, and leadership. • Drive human capital initiatives focused on staff retention, engagement, and development. • Encourage a proactive approach to coaching, professional development, and continuous self-improvement.
5.	STUDENT LIFECYCLE MANAGEMENT	<ul style="list-style-type: none"> • Oversee the full student lifecycle from application, admission, enrolment, and course registration through to progression, completion, and graduation. • Work with the Future Students Unit on student applications and the admissions process. • Lead planning and delivery of examination processes including scheduling, invigilation protocols, logistics, and contingency plans. • Ensure comprehensive graduation clearance, awards

Key Responsibility Areas		
		<p>conferral, and compliance with academic requirements.</p> <ul style="list-style-type: none"> • Administer processes for transfer credit assessment, advanced standing, and foundation studies standards. • Manage appeals, misconduct, and student complaints in accordance with University and regulatory policies. • Coordinate with Student Experience & Employability and Academic units to enhance retention and student success outcomes.
6.	SYSTEMS AND TECHNOLOGY	<ul style="list-style-type: none"> • Lead development, implementation, and maintenance of the Student Management System (SMS) and other related core platforms. • Ensure effective academic timetabling governance, including classroom allocations, resource utilisation, and scheduling optimisation. • Oversee data analytics frameworks for statutory reporting, strategic decision-making, and executive dashboards. • Ensure data accuracy, integration, security, and privacy compliance across systems. • Collaborate with the IT Unit and Swinburne Melbourne on cross-campus systems alignment and future planning.
7.	WIDER UNIVERSITY INVOLVEMENT	<ul style="list-style-type: none"> • Serve as a member of the Executive Group and contribute actively to institutional planning and leadership initiatives. • Represent the Registrar Office in key university committees, governance meetings, and Academic Board. • Collaborate with Swinburne Melbourne and Academic Services on harmonised transnational processes and compliance strategies. • Contribute data and insights for institutional planning, government submissions, and benchmarking. • Strengthen cross-functional relationships across academic and professional units to support integrated service delivery. • Provide timely progress report and other submissions to the University Council and Board of Directors as required.
8.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<ul style="list-style-type: none"> • Facilitate the establishment and promotion of Occupational Health and Safety (OHS) objectives across all Registrar operations. • Promote and implement the Occupational Health and Safety Management System (OHSMS) within the Registrar Office. • Ensure staff compliance with University OHS policies, safe work practices, and incident reporting procedures. • Support continuous improvement in health, safety, and wellness outcomes in collaboration with the University's safety officers.
9.	SWINBURNE VALUES AND CULTURE	<ul style="list-style-type: none"> • Commit to the Swinburne Values. • Demonstrate and lead by example in upholding Swinburne Values. • Promote a culture of ethical conduct, mutual respect, service excellence, and professionalism. • Embed Swinburne Values in staff engagement, policy implementation, and cross-unit collaboration. • Conduct work professionally while demonstrating the

Key Responsibility Areas		
		<p>Swinburne Values at all times.</p> <ul style="list-style-type: none"> Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
10.	CUSTOMER SERVICE	<ul style="list-style-type: none"> Ensure the delivery of responsive, accurate, and courteous services to all stakeholders, including students, parents, alumni, and staff. Oversee the operation of service counters, online platforms, and enquiry handling systems for optimal user experience. Monitor service metrics, evaluate satisfaction levels, and implement improvements aligned with student-centred experience. Collaborate closely with Student Experience & Employability, Future Students, Academic Units, and other frontline service units to ensure consistency and coordination in student engagement.
11.	OTHER DUTIES	Any other duties as and when required by the PVC&CEO (Sarawak); or by 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 Bachelor's Degree in a discipline relevant to student administration, education management, policy, business, or law from a recognised institution, with relevant working experience in the management of student life cycle and student matters.	Essential
2.	A postgraduate qualification in a relevant field such as higher education management, leadership, governance, policy, administration, or organisational development and relevant to the position.	Highly Desirable

Experience / Knowledge / Attributes: Required by the position to successfully perform the positions key responsibilities.		Essential/ Highly Desirable/ Preferable
1.	Demonstrated leadership in academic governance, including strategic responsibilities, policy development, curriculum coordination, and academic calendar oversight.	Essential
2.	Proven capability in strategic enrolment management, forecasting, student retention planning, and optimising administrative yield with strong problem-solving and analytical skills.	Essential
3.	Substantial experience in managing student administration functions across the full student lifecycle, including enrolment, progression, examinations, and graduation.	Essential
4.	Excellent communication and interpersonal skills, including the ability to manage sensitive situations with discretion.	Essential
5.	Outstanding organisational skills including planning, scheduling, monitoring, and reporting.	Essential
6.	Strong knowledge of quality assurance and enhancement systems and processes including student systems, data governance, PDPA and transcript services.	Essential
7.	Highly developed interpersonal and influencing skills with the ability to build effective working relationships across various levels and functions.	Essential
8.	Proven team management experience with demonstrated ability to lead, coach, and build high-performing team.	Essential
9.	Financial acumen in managing budgets and optimising service delivery.	Preferable
10.	Substantial experience in the development, implementation, and monitoring of policies and procedures and compliance with audit or accreditation standards.	Preferable
11.	Ability to interpret, develop, and review University policies and procedures and effectively communicate to students and staff.	Preferable
12.	Strong understanding of the Registrar role in advancing the goals of a contemporary university.	Preferable

Applications:

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

The application should also include a **separate document of your 5-year plan** for the position to be written in one (1) page.