



POSITION DESCRIPTION:

SECTION A: Position Context

Position Title	Assistant Manager, Student Life
Position Grade	E3 – Assistant Manager
Category	Executive
Campus / Unit	Sarawak Campus – Student Engagement
Term of Appointment	Full-time Appointment
Effective Date	March 2026

Position Purpose

The primary focus of this position is for the management, planning and supervision of a broad range of administrative tasks, record management including the provision of information and assistance to the University’s students, staff and external agencies in relation to the following areas:

- Student Experience; and
- Accommodation.

The appointee will work closely with other staff members at the University and liaise with staff members at other Swinburne campuses to ensure consistency in corporate style and efficient use of resources.

Participation on Committees

The appointee will be required to participate in the relevant committees as and when required for the efficient performance of duties and as directed by the Manager, Student Life & Support Services; Director, Student Experience & Employability; or the PVC & CEO (Sarawak); or by authorised personnel.

Supervision Reporting Relationships

This position’s supervisor/manager	Manager, Student Life & Support Services; or any other person as assigned by an authorised personnel
Other positions reporting to this position	Executive(s), Officer(s) in Student Life where 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.	MANAGEMENT AND PLANNING	<ul style="list-style-type: none"> Plan, organise, implement and monitor with follow-through actions to ensure smooth daily operations for Student Life team and ensure compliance with all the policies. Assist in planning and implementing new initiatives and related work activities across various functions of Student Experience & Employability. Supervise and lead the team in venue / space management. Plan resources available, including budget and contingency plans where required, to ensure sustainable operations and for business continuity including strategies to increase revenue. Develop policies, rules and regulations relating to Student Life.
2.	MANAGEMENT AND ORGANISATION	<ul style="list-style-type: none"> Lead team to improve internal processes and procedures for continuous improvements. Perform supervisory role to staff members in the team, including providing guidance to ensure satisfactory delivery of work outcomes with motivated team members and setting professional standards for the staff. Ensure that team workflows are managed, capacity is measured and work is allocated accordingly. Oversee on and off campus accommodation operations, including occupancy management, resident welfare, compliance with housing policies, facility coordination, and ensuring a safe and conducive living environment for students. Oversee student organisations, clubs, or volunteer groups. Conduct discussions and follow up on any matters related/reported to Student Life.
3.	LIAISON AND INTERACTION	<ul style="list-style-type: none"> Work closely with Future Students, Academics and staff in the other Units within the Student Experience & Employability. Liaise with external stakeholders such as organisations, contractors and vendors. Maintain liaison with local police stations, fire stations, nearest hospitals and other authorities when required. Monitor and ensure any reporting or issue arising resolved with internal and external stakeholders. Provide advice, expert opinion and recommendations to the Management on Student Life matters.
4.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<p>Assist management in monitoring, measuring and reviewing performance of all OHSMS programmes including through the following:</p> <ul style="list-style-type: none"> Coordinate the implementation of OHSMS and ensure compliance among all stakeholders particularly SUTS staff, students, contractors and visitors; and Direct investigation of incidents and coordinate corrective actions as needed.
5.	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 times. Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
6.	CUSTOMER SERVICE	<p>Demonstrate Swinburne Values including:</p> <ul style="list-style-type: none"> Provide outstanding customer service and ensure the Unit's Service Commitment and Enquiry Protocols are always followed. Build trust and integrity by consistently applying ethical standard, transparent communications and commitment with internal and external stakeholders. Address and resolve conflict in a timely, confidential and constructive manner so as to achieve positive outcomes. Be accessible for enquiries and emergencies and respond to them in a timely manner. Be prepared to work outside normal office hours and willing to work long hours attending to the students' needs and emergencies.

KEY RESPONSIBILITY AREAS		
		<ul style="list-style-type: none"> • Ensure turnaround time for all servicedesk requests and complaints are met in order to achieve service efficiency. • Ensure staff provide a friendly, helpful and responsive service to students. • Ensure that the welfare and pastoral care needs of the students are catered to.
7.	REPORTS AND INFORMATION	<ul style="list-style-type: none"> • Prepare and provide reports on Student Life and other relevant information as and when needed by the Management. • Provide accurate information, educating and advising the staff on policies and procedures. • Ensure that information on Student Life is always up-to-date on the website and all other university publications.
8.	OTHER DUTIES	Any other duties as required by the Manager, Student Life & Support Services; or Director, Student Experience & Employability; or PVC & CEO (Sarawak); 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 a relevant discipline from a recognised institution with a minimum of 3 - 5 years of relevant working experience including one (1) year at supervisory level in leading a team of staff. Master's degree holder can be considered.	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the positions key responsibilities.		Essential/ Highly Desirable / Preferable
1.	A level of maturity consistent with the requirements of the position for independent work and initiative.	Essential
2.	Proven ability in leading, motivating and training staff members.	Essential
3.	Good problem-solving and negotiation skills.	Essential
4.	Pleasant personality with strong customer service focus and able to develop good working relationship with students, staff and external companies.	Essential
5.	Demonstrated strong positive attitude and high initiative (self-starter).	Essential
6.	Excellent communication skills, in written and spoken English and Bahasa Malaysia.	Essential
7.	Computer literate - able to use Microsoft's Word, Excel, Access and PowerPoint.	Essential
8.	Detail-oriented while maintaining a big-picture perspective.	Essential
9.	Analytical mindset with a data-driven approach to service improvement.	Essential
10.	Experience in organising suitable activities for students.	Highly Desirable
11.	Excellent communication and interpersonal skills and demonstrated ability to work independently as well as effectively in a consultative and team environment.	Highly Desirable
12.	Hands-on knowledge of the operations, building services and maintenance of various services installed in the building and its compound including electrical works, plumbing, laundry system, management of sound system, fire and safety, housekeeping, managing of security enforcement and emergency management.	Highly Desirable
13.	Dedicated and hardworking with good organisational and planning skills.	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).