

## POSITION DESCRIPTION:



### SECTION A: Position Context

<b>Position Title</b>	Student Engagement Executive
<b>Position Grade</b>	E2
<b>Category</b>	Executive
<b>Campus / Unit</b>	Sarawak Campus - Student Engagement
<b>Term of Appointment</b>	Full-time Appointment
<b>Effective Date</b>	March 2023

#### Position Purpose:

The primary focus of this position is to proactively assist and support the Manager, Student Services and Assistant Manager, Student Life to provide supervision to a broad range of administrative tasks and record management, which includes providing information and assistance to Swinburne Sarawak students, staff and external stakeholders, in relation to the student administration function.

This position is responsible for providing and ensuring that the functions which include duties listed below are carried out in a highly coordinated, professional and effective manner: -

1. Financial Advisory (scholarships and study loans including any other processes related such as processing applications, agreements submission and etc)
2. Student Insurance (renewal and new including any other processes related such as insurance claims and etc).
3. Safer Community (pastoral care, Student Care Fund, Behavioural Risk Assessment and Management (BRAM))

At the discretion of the Registrar and Director, Student Engagement, the appointee may from time to time, be assigned to perform other functions within the Division as and when required.

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

#### 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.

## Student Engagement

The Student Engagement (SE) Unit is responsible for a range of complex student-centred functions which is divided into two distinct areas, Systems and Administration (visa services, student records, enrolments, examinations and graduation) of students in the university and Student Services (Accommodation, Student Counselling and Welfare, Employability and Student Experience) provided to students. There is also the Complaints, Reviews, Appeals and Misconduct (CRAM) framework that is a feedback avenue for the University community.

The Unit is responsible for providing effective services in all these functions to the Chancellery and the academic units of the University. It also has a major role to play in the provision of information to internal and external parties. The roles and functions of the Unit include:

### Registrar's Office

- Complaint, Review, Appeal and Misconduct (CRAM) – complaints, reporting, monitoring case deadlines.
- Student Announcement Hub (SAH) – advice and monitor on Student Engagement's communication and branding

### Student Systems and Services:

#### Systems

- Systems and applications – evaluation, maintenance and training; design and administration of web and applications
- Surveys and evaluations – reports and statistics
- Scheduling – timetabling and class scheduling, including room bookings

#### Student Administration

- Student Information & Records – general enquiries, academic calendars, registration, enrolment and re-enrolment, issuance of student ID card and letters
- Graduation, Assessment & Student Progression – graduation, verification, letter of completions, assessment, results checking & publication.
- Visa Unit – application of new visa, renewal of visa, medical check-up, cancellation of visa, licence renewal, reporting to MOHE & Immigration

### Student Services:

#### Student Life

##### *Student Counselling & Welfare*

- Student Counselling & Support – counselling, student development services
- Safer Community - Pastoral Care, Student Care Fund and Behavioural Risk Assessment and Management (BRAM)
- Financial Advisory and Insurance – study loans and scholarships, insurance

##### *Student Experience*

- Student Experience - plan, organise, implement and monitor all student activities on campus, advisor to the Swinburne Sarawak Student Council (SSSC), plan and coordinate orientations, coordinate the Volunteering Program (SLVP) and Student Emerging Leaders Program (SELP)
- Venues – manage, coordinate and operate bookings, and furnish and maintain new and current venues/spaces under Student Experience purview, as well as the resource personnel for off-campus accommodation.

*Accommodation (Student Village)*

- Accommodation – administration and management of student accommodation, maintenance of the hostel facilities, safety and security of the on-campus hostels, activities, welfare and wellbeing of hostel residents, supervision of the resident advisor program, off-campus accommodation advisor.

*Employability*

- Career Centre – internship, employment, graduate tracking, Swinburne People of Tomorrow (SPOT), Work Integrated Learning (WIL)

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 needed for the efficient performance of duties and as directed by the Assistant Manager, Student Life; and/or Manager, Student Systems and Services; and/or Registrar and Director, Student Engagement.

**Supervision Reporting Relationships:**

This position's supervisor/manager	Assistant Manager, Student Life
Other positions reporting to this position	Student Engagement Officer, Student Engagement Assistant

**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.	<b>MANAGEMENT AND GENERAL ADMINISTRATION</b>	<ul style="list-style-type: none"> <li>Plan, organise, coordinate, implement and supervise all activities of the section and ensure that the activities are carried out successfully and in compliance with the University Policy and Regulations.</li> <li>Provide Welfare (Financial advisory and insurance, and Safer Community) advice to the students.</li> <li>Contribute in improvement of Welfare processes.</li> <li>Organise events for financial aid, insurance and Safer Community and other related tasks.</li> <li>Manage and maintain proper record for all the paper works and correspondences relating to the job.</li> <li>Ensuring the accuracy, availability and up-to-date students records.</li> <li>Ensure on time completion of assigned task relating to the unit tasks.</li> <li>Support the Division in various roles in providing services to the students and staff members.</li> </ul>
2.	<b>LIAISON AND INTERACTION</b>	<ul style="list-style-type: none"> <li>Work closely with various parties including: <ul style="list-style-type: none"> <li>Staff within Student Engagement especially Visa Unit;</li> <li>Staff from the Faculties and other administrative Units;</li> <li>Staff from Melbourne Campus; and</li> <li>Outside agencies on matters relating to Unit activities and functions.</li> </ul> </li> <li>Build rapport with students when handling their concerns and issues that within Welfare jurisdiction.</li> </ul>
3.	<b>POLICY AND PLANNING</b>	<ul style="list-style-type: none"> <li>Implement and ensure compliance with all the policies relating to the area of responsibilities / section.</li> <li>Assist in the development of policies and regulations relating to the area of responsibilities / section.</li> <li>Ensure continuous process improvements and high work efficacy.</li> </ul>
4.	<b>PREVENTING DANGEROUS AND DISRUPTIVE BEHAVIOUR</b>	<ul style="list-style-type: none"> <li>Identify and monitor external obligations, internal strategic goals and key performance metrics to inform prevention and promotion priorities.</li> <li>Manage the development, delivery and evaluation of program, resources and initiatives to prevent, respond to and encourage reporting of dangerous and disruptive behaviour.</li> <li>Monitor indicators, analyse trend data and produce on performance, effectiveness of primary prevention and other initiatives.</li> </ul>
5.	<b>RESPONDING TO DANGEROUS AND DISRUPTIVE BEHAVIOUR</b>	<ul style="list-style-type: none"> <li>Lead the management of high risk and complex cases</li> <li>Apply a sensitive, flexible, analytical approach to case management and liaison between persons of concerns, targets of risk and the University</li> <li>Produce written reports of high-risk cases, supported by expert knowledge in behavioural risk assessment and management.</li> <li>Provide leadership in maintain effective and defensible record-keeping.</li> </ul>
6.	<b>LEADERSHIP AND TEAM MANAGEMENT</b>	<ul style="list-style-type: none"> <li>Plan and coordinate staff within the team to meet demand, working within constraints including costs, priorities, service standard and resources available.</li> <li>Work together with Manager, Student Services and Assistant Manager, Student Life to ensure that the team's priorities are aligned with the University mission and team's objectives.</li> <li>Foster collaborative work practices and promote a workplace environment focused on empowerment, efficient work practices, and continuous innovation and improvements.</li> <li>Ensure team members comply with all University standards, policies and procedures and that mandatory training is completed.</li> </ul>
7.	<b>CUSTOMER SERVICE</b>	<ul style="list-style-type: none"> <li>Provide fast, efficient, reliable customer service and accurate information to all members of staff, students and visitors.</li> <li>Provide accurate information, educating and advising staff members on related policies and procedures.</li> </ul>

		<ul style="list-style-type: none"> <li>• Be accessible for client enquiries and respond to clients in a timely manner. Ensure that the Unit's service standards are being observed.</li> </ul>
8.	<b>REPORTS</b>	<ul style="list-style-type: none"> <li>• Prepare reports to the Manager, Student Services and Assistant Manager, Student Life, on the all activities undertaken.</li> <li>• Provide accurate information as and when needed by the Management.</li> </ul>
9.	<b>OCCUPATIONAL HEALTH AND SAFETY (OHS)</b>	<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"> <li>• Execute OHS requirements in respective work areas;</li> <li>• Maintain cleanliness, good housekeeping and overall safe work environment; and</li> <li>• 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.</li> </ul>
10.	<b>SWINBURNE VALUES</b>	<ul style="list-style-type: none"> <li>• Commit to the Swinburne Values.</li> <li>• Conduct work professionally while demonstrating the Swinburne Values at all time.</li> </ul>
11.	<b>OTHER DUTIES</b>	<p>Any other duties as and when required and directed by the Assistant Manager, Student Life; or Manager, Student Services; or Registrar and Director, Student Engagement; and / or Pro Vice-Chancellor and Chief Executive Officer (PVC/CEO); or any other person as assigned by the Assistant Manager, Student Life or by authorised personnel.</p>

## SECTION C: Key Selection Criteria

<b>Qualifications:</b> Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		<b>Essential / Highly Desirable / Preferable</b>
1.	A Bachelor's degree in any discipline from a recognised institution with a minimum of three (3) years of relevant work experience; or Master's degree holder can be considered.	Essential

<b>Experience / Knowledge / Attributes:</b> Required by the appointee to successfully perform the positions key responsibilities.		<b>Essential / Highly Desirable / Preferable</b>
1.	Experience in handling jobs related to Welfare (Financial Advisory – Loans and Scholarships, Insurance and Safer Community – pastoral care, care funds and Behavioural Risk Assessment and Management)	Essential
2.	Meticulous, proven accuracy and attention to detail.	Essential
3.	Good organisational, problem-solving and analytical skills.	Essential
4.	Pleasant personality with strong customer service focus and able to develop good working relationship with students, staff and external stakeholders.	Essential
5.	Competent in computer skills and knowledge of Microsoft Office software, especially MS Words, MS Excel, and Power Point.	Essential
6.	Demonstrated excellent teamwork. Able to work well with staff members from other units to provide the best customer service.	Essential
7.	Ability to communicate with people from diverse backgrounds.	Essential
8.	Excellent communication skills, in written and spoken English and Bahasa Malaysia.	Essential
9.	A sound knowledge of the higher education in Malaysia.	Highly Desirable

**Further Information:**

Further information is available from Human Resources at fax +60 82 260821, email [careers@swinburne.edu.my](mailto:careers@swinburne.edu.my).

**Applications:**

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

The University has a policy requiring successful applicants to produce evidence of all formal qualifications prior to commencing employment.

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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** :