

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Student Engagement Officer
Position Grade	E1 – Officer
Category	Executive
Campus / Unit	Sarawak Campus – Student Engagement
Term of Appointment	Full-time Appointment
Effective Date	April 2024

Position Purpose

The primary focus of this position is to proactively assist and support the Manager, Student Systems and Administration and Assistant Manager, Student Administration 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. Handle enquiries from various platforms in the University including walk-in, phone calls and servicedesk.
2. Act as Enrolment Liaison officer for assigned School/Faculty, covering student enrolment/re-enrolment, course transfer and articulation, leave of absence and withdrawal.
3. Maintain, monitor and track the students' records accuracy and integrity.

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

The position will work closely with Swinburne Sarawak both academic and professional staffs; to ensure the students enrolment and registration are correct and in compliance to MoHE, MQA and any related internal policies and regulations.

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 Assistant Manager, Student Administration; and/or Manager, Student Systems and Administration; and/or Registrar and Director, SE; or by an authorised personnel.

Supervision Reporting Relationships

This position's supervisor/manager	Student Engagement Executive
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.	OPERATIONS AND GENERAL ADMINISTRATION	<p>Assist and support the Manager, Student Systems and Administration and Assistant Manager, Student Administration to:</p> <ul style="list-style-type: none"> • Administer enrolment and registration applications for all students. • Contribute in improvement of Student Information and Records processes. • Administer SE inquiries on various platforms (including SIC counters). • Manage and maintain proper record for all the paper works and correspondences relating to the job. • Ensuring the accuracy, availability and up-to-date students records. • Ensure on time completion of assigned task relating to the unit tasks. • Support the Division in various roles in providing services to the students and staff members.
2.	LIAISON AND INTERACTION	<ul style="list-style-type: none"> • Work closely with various parties including: <ul style="list-style-type: none"> – Staff within Student Engagement; – Staff from the Faculties and other administrative Units; – Staff from Melbourne Campus; and – Outside agencies on matters relating to Unit activities and functions. • Build rapport with students when handling their concerns and issues that within Student Information and Records jurisdiction.
3.	POLICY AND PLANNING	<ul style="list-style-type: none"> • Implement and ensure compliance with all the policies relating to the area of responsibilities / section. • Assist in the development of policies and regulations relating to the area of responsibilities / section. • Continuous process improvements.
4.	CUSTOMER SERVICE	<ul style="list-style-type: none"> • Provide fast, efficient, reliable customer service and accurate information to all members of staff, students and visitors. • Provide accurate information, educating and advising staff members on related policies and procedures. • Be accessible for client enquiries and respond to clients in a timely manner. • Ensure that the Unit's service standards are being observed.
5.	REPORTS	<ul style="list-style-type: none"> • Prepare reports to the Manager, Student Systems and Administration and Assistant Manager, Student Administration, on the all activities undertaken. • Provide accurate information as and when needed by the Management.
6.	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.
7.	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.
8.	OTHER DUTIES	<p>Any other duties as and when required and directed by the Assistant Manager, Student Administration; and/or Manager, Student Systems and Administration; and/or Registrar and Director, SE; 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.	Experience in handling jobs related to student's enrolment and registration.	Essential
2.	Competent with computer skills and knowledge of Microsoft Office software, especially MS Words, MS Excel, and Power Point.	Essential
3.	Meticulous and have an eye for details.	Essential
4.	Pleasant personality with strong customer service focus and able to develop good working relationship with students, staff and external stakeholders.	Essential
5.	Excellent interpersonal skills and demonstrated ability to work effectively in a consultative and team environment.	Essential
6.	A sound knowledge of the higher education in Malaysia.	Essential
7.	Demonstrated excellent teamwork and able to work well with staff members from other units to provide the best customer service.	Essential
8.	Excellent communication skills, in written and spoken English and Bahasa Malaysia. Multilingual skills are also acceptable.	Essential
9.	Experience in the use of Tableau, PowerBI or equivalent software in data management/reporting.	Highly Desirable