

# POSITION DESCRIPTION



## SECTION A: Position Context

<b>Position Title</b>	Executive, Policy, Planning and Quality
<b>Position Grade</b>	E2 - Executive
<b>Category</b>	Executive
<b>Campus / Unit</b>	Sarawak Campus – Policy, Planning and Quality (PPQ)
<b>Term of Appointment</b>	Full-time Appointment
<b>Effective Date</b>	July 2024

## Position Purpose

The position is within the Policy, Planning and Quality Unit (PPQ) at the Swinburne Sarawak Campus and will report directly to the Manager, PPQ.

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

- Accreditation of courses delivered by Swinburne Sarawak;
- Quality Management; and
- Administrative matters.

Working under direction from the Manager, PPQ, the Executive, PPQ will be required to:

- Coordinate the administrative processes on quality management across Swinburne Sarawak in internal and external ratings as well as accreditation and reaccreditation, including coordinating the University's submissions to MoHE and MQA;
- Maintain repositories documenting accreditation-related information;
- Provide support in reviewing the effectiveness and efficiency of accreditation and administrative 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 position will also carry out special projects, especially those concerning the implementation of policies and quality management initiatives, as requested by the Manager, PPQ, or Director Administration, or the Pro Vice-Chancellor and Chief Executive Officer – PVC&CEO (Sarawak).

In undertaking these responsibilities, the position will:

- Be required to acquire an in-depth understanding of the:
  - Higher Education and TAFE sectors;
  - Overall University governance and administrative processes;
  - 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.

### 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 Manager, PPQ; or Director, Administration; or Pro Vice-Chancellor and Chief Executive Officer – PVC&CEO (Sarawak); or by an authorised personnel.

### Supervision Reporting Relationships

<u>This</u> position's supervisor / manager	Manager, PPQ; or any other person as assigned by an authorised personnel.
Other positions reporting to <u>this</u> 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.

<b>Key Responsibility Areas</b>		
1.	<b>PLANNING, OPERATION AND MANAGEMENT</b>	<p><b>Accreditation and Reaccreditation</b></p> <ul style="list-style-type: none"> <li>• Maintain SharePoint repositories for accreditation-related information.</li> <li>• Coordinate and keep track of internal process reviews for critical areas identified.</li> <li>• Coordinate submission of university licenses, institution and course approvals from MoHE and MQA as well as related audits.</li> </ul> <p><b>Others</b></p> <ul style="list-style-type: none"> <li>• Work closely with the Manager, PPQ and other staff members in the Unit to:               <ul style="list-style-type: none"> <li>– Implement administrative systems that allow the PPQ Unit to accurately deliver a high standard of service and provide information to relevant internal and external stakeholders in a timely manner;</li> <li>– Contribute to the smooth running of office administrative functions and maintain effective communications within and outside the Unit;</li> <li>– Implement strategic plans for the Unit to ensure continuous improvement of the functions and service delivery of the Unit;</li> <li>– Implement and monitor risk controls relating to the Unit as part of the University's risk management process; and</li> <li>– Manage and keep track of the Unit's budget, including budget planning.</li> </ul> </li> </ul>
2.	<b>DOCUMENT MANAGEMENT</b>	<p><b>Accreditation and Reaccreditation</b></p> <ul style="list-style-type: none"> <li>• Assist in compiling self-review portfolios or rating instrument submitted to external accreditation bodies, including government agencies and professional accreditation organisations.</li> <li>• Review self-assessment reports and supporting materials submitted for self-accreditation.</li> </ul> <p><b>Policy Development</b></p> <ul style="list-style-type: none"> <li>• Maintain policy register to keep track of policy review timelines.</li> <li>• Assist in vetting of policy documents and communicating updates to the University community.</li> </ul>
3.	<b>QUALITY ASSURANCE AND MANAGEMENT</b>	<p><b>Accreditation and Reaccreditation</b></p> <ul style="list-style-type: none"> <li>• Collaborate with key staff across Swinburne Sarawak to ensure the Quality Management System (QMS) meets current and future accreditation requirements.</li> <li>• Organise and monitor preparations for external accreditation audits, rating exercise and internal reviews, including monitoring the progress of action plans.</li> <li>• 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.</li> <li>• Provide support to the Accreditation and Reaccreditation Working Group, Task Force and other relevant working groups as required.</li> </ul> <p><b>Quality Management</b></p>

<b>Key Responsibility Areas</b>		
		<ul style="list-style-type: none"> <li>• Assist in implementation of continuous quality improvement initiatives in response to accreditation and reaccreditation requirements.</li> <li>• Assist with analysis of quality management procedures and processes for accreditation and reaccreditation as well as make recommendations for process simplification and continuous improvement in the accreditation and reaccreditation at Swinburne Sarawak.</li> </ul>
4.	<b>COMMUNICATION. FACULTY AND UNIVERSITY LIAISON</b>	<ul style="list-style-type: none"> <li>• Liaison with Panel of Assessors for self-accredited courses and regulators, including MoHE and MQA.</li> <li>• Assist to research, draft and edit accreditation-related documentation.</li> <li>• Assist with the development and production of targeted communications materials for Swinburne Sarawak staff, and with presentation materials when required.</li> <li>• Provide reliable and supported information on a timely basis to internal and external stakeholders.</li> <li>• Assist in correspondence when required.</li> </ul>
5.	<b>PROJECT MANAGEMENT</b>	Assist in carrying out special projects, especially those concerning the implementation of policy management and quality management initiatives at Swinburne Sarawak.
6.	<b>TEAMWORK CAPACITY BUILDING</b>	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.
7.	<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>
8.	<b>SWINBURNE VALUES AND CULTURE</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 times.</li> </ul>
9.	<b>OTHER DUTIES</b>	Any other duties as and when required by the Manager, PPQ; or Director, Administration; 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.

<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 / Desirable</b>
1.	A Bachelor's degree in a relevant discipline from a recognised institution. Master's degree holder in a relevant discipline can be considered.	Essential

<b>Experience / Knowledge / Attributes:</b> Required by the appointee to successfully perform the position's key responsibilities.		<b>Essential/ Highly Desirable / Preferable</b>
1.	Minimum of three (3) years of relevant work experience.	Essential
2.	Demonstrated experience in complying with accreditation manuals and/or quality standards to identify, recommend and/or implement new processes and improvements to existing practice.	Essential
3.	Proficiency in using English to draft and/or to proof-read and edit self-assessment reports and other documentation for course approvals and accreditations.	Essential
4.	Proven accuracy and attention to detail.	Essential
5.	Good problem-solving and organisational skills.	Essential
6.	Demonstrated cross-cultural and negotiation skills in working collaboratively and effectively with staff across organisational structures in a work environment to achieve goals, meet stakeholder requests, as well as to develop and maintain working relationships.	Essential
7.	Demonstrated interpersonal skills to communicate professionally and empathetically with people at all levels in both the external and internal environment.	Essential
8.	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
9.	Demonstrated ability to work independently and to take initiative and responsibility to manage time and concurrent projects to meet deadlines.	Essential
10.	A positive work attitude and proactive approach to completing more than one complex project at a time.	Essential
11.	Demonstrated integrity in handling sensitive information and ability in maintaining confidentiality of information.	Essential
12.	Demonstrated experience in interpreting, implementing and/or reviewing policies and procedures.	Highly desirable
13.	Demonstrated experience in auditing documents and processes for quality management and accreditation purposes.	Highly desirable
14.	Demonstrated ability to communicate in Bahasa Malaysia orally and in writing to convey and elicit information effectively with external stakeholders.	Highly desirable
15.	Proficiency in using Office 365 applications.	Desirable