

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Assistant Manager
Position Grade	E3 – Assistant Manager
Category	Executive
Campus / Unit	Sarawak Campus – Information Resources (IR)
Term of Appointment	Fixed-Term Appointment
Effective Date	January 2025

Position Purpose

The position is an administrative position in Information Resources (the library) at the Sarawak Campus. This position supports the information resources functions of the University, business performance and its related operations of the Sarawak Campus. The duties and scope of this role are expected to develop in tandem with the expected rapid expansion of the campus.

This position will support the Manager, Information Resources and responsible for carrying out tasks related to various functions of IR Unit with the aim to support all the students, academic or professional staff and stakeholders in their learning, teaching and research. The position will also assist in the planning of strategic initiatives, related IR projects, implementing process improvement and any other relevant tasks as assigned. This role is anticipated to provide leadership while overseeing a team of staff to ensure seamless daily operations with expected deliverables completed within schedule and under budget, as well as to assure that customer service is provided at a high level.

This role will be required to work culture or must function in a setting that priorities continuous improvement and will be supported and encouraged to identify areas where efficiency can be improved, and control measures can be implemented to achieve a higher standard.

Participation on Committees

The position will be required to participate in relevant committees as and when is needed for the efficient performance of duties and as directed by the Manager, IR; or Director, Administration; or Pro Vice-Chancellor and Chief Executive Officer (Sarawak) – PVC&CEO (Sarawak); or any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

This positions' supervisor/manager	Manager, IR; or any other person as assigned by an authorised personnel
Other positions reporting to this position	Executive(s) and Officer(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.	PLANNING, OPERATION MANAGEMENT AND STRATAEGIC WORK	<ul style="list-style-type: none"> • Provide input or participate in identifying strategic focus, strategic initiatives and contribute to the achievement of strategic goals for continuous improvement (services and facilities) in IR. • Managing IR Unit Strategic Plans – compile and provide progress. • Assist in overseeing IR projects assigned or new initiatives undertaken by the Unit for efficient and effective operations, including monitoring and completion. • Support in the strategic nature of various tasks including data consolidation and analysing, assessment, business proposal writing, reviewing documents and preparation of preparation materials etc. • Provide continuous process improvement which involves determining the requirements for growth while carefully examining workflows to optimise and enhance operations and processes. • Organise available resources, including budget and contingency plans where required, to ensure sustainable operations and for business continuity. • Oversee and coordinate all library events and activities, including collection development, outreach and in-house workshops etc. • Proactive and resourceful in providing solutions for any challenges or issues pertaining to IR matters.
2.	LEADERSHIP AND CUSTOMER SERVICE	<ul style="list-style-type: none"> • Provide leadership, coaching and direction to staff members, including providing guidance to ensure satisfactory delivery of work outcomes with motivated team members and setting professional standards for the staff. • Lead team to improve internal processes. • Identify skill gaps, evaluating staff' abilities, and highlighting areas in need of upskilling or improvement. • Ensure that performance targets and development plans are developed for team members and manage their progress accordingly. • Oversee team to ensure IR staff provide a friendly, helpful and responsive service to internal and external stakeholders. • Respond to any queries in a timely and professional manner. • Act as liaison or point-of-contact to interact with relevant industry or related bodies on any relevant matters.
3.	ADMINISTRATIVE AND INFORMATION MANAGEMENT	<ul style="list-style-type: none"> • Provide executive, administrative or technical support to the Unit and overall office. • Contribute to the smooth running of administrative functions and maintain effective communications within or outside IR. • Lead in monitoring and ensuring proper documentation within IR, so that accurate and complete records are maintained. Always ensure the accuracy of data collections. • Prepare and provide accurate reports on a regular basis and as and when needed by the Management. • Conduct analysis for effective reporting including dashboard as well as effective use of data to identify trends and for analytics purposes.
4.	POLICIES AND PROCEDURES	<ul style="list-style-type: none"> • Contribute and maintain the Unit procedures, guidelines or related documents with a view to achieve best practice consistent with the overall Information Resources Unit's objectives. • Alert on changes and revisions in library maintenance, operations or administrative practices, and recommend process improvements of the current practice.
5.	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; • Direct investigation of incidents and coordinate corrective actions as needed.
6.	SWINBURNE VALUES AND	<ul style="list-style-type: none"> • Commit to the Swinburne Values. • Conduct work professionally while always demonstrating the Swinburne Values.

KEY RESPONSIBILITY AREAS		
	CULTURE	<ul style="list-style-type: none"> Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
7.	OTHER DUTIES	Any other duties as and when required by the Manager, IR; or Director, Administration; or PVC&CEO (Sarawak); or 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 Information Science or Information Management, or other relevant discipline from a recognised institution with minimum of 3 - 5 years of relevant work experience including one (1) year at supervisory level in leading a team of staff. Master's degree holders in relevant discipline can be considered.	Essential

Experience / Knowledge / Attributes: Required by the position to successfully perform the positions key responsibilities.		Essential / Highly Desirable / Preferable
1.	Proficient computer skills and knowledge of Microsoft Office software especially word applications, spreadsheet and PowerPoint packages. The willingness to acquire new technical skills.	Essential
2.	Ability to work, conduct research or explore underlying business drivers for challenges, opportunities and make sound recommendations to enhance operations.	Essential
3.	Possess outstanding strategic outlook and knowledge of business operating environments.	Essential
4.	Proven capacity for accuracy. Have an eye for details with proven ability in planning with resourcefulness and initiatives to conduct thorough follow-through of multiple initiatives or projects.	Essential
5.	Proven ability in leading, coaching and motivating staff members.	Essential
6.	Good organisational, problem-solving, analytical and reporting skills.	Essential
7.	The ability to write and speak English fluently.	Essential
8.	Demonstrated the ability to work together and successfully with stakeholders to accomplish goals and objectives while demonstrating cross-cultural and customer service skills.	Essential
9.	Pleasant personality with good interpersonal skills in developing cooperative working relationships with internal and external stakeholders.	Essential
10.	Willing to work on call. Flexible and ready to work outside of normal office hours when required and ability to perform tasks assigned under pressure and short notice.	Essential
11.	Familiar with use of technology features and/or technology-enabled system to enhance library operations and functions.	Highly Desirable
12.	Passionate and highly driven to excel – particularly in ensuring smooth operations as well as in process improvement, planning and implementing of new initiatives	Highly Desirable
13.	Substantial knowledge of library procedures, practices, information systems or library technologies in an academic library environment.	Highly Desirable
14.	Ability to conduct events and strong presentation skills.	Highly Desirable

Applications:

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