

POSITION DESCRIPTION

SECTION A: Position Context

Position Title	Administrative Officer
Position Grade	E1 - Officer
Category	Executive
Campus / Unit	Swinburne Innovation Malaysia Sdn Bhd (SWIM)
Term of Appointment	Fixed-Term Appointment
Effective Date	February 2025

Position Purpose

The position plays a crucial role in coordinating and executing multiple projects within the Training and Consultancy division.

The position will report directly to Head of Consultancy and Training, SWIM. The position will be the subject matter expert in providing management support to the training and consultancy services entire value chain, within the disciplines under its care.

The position is required to undertake or drive new initiatives or projects independently besides having excellent verbal and written communication skills. This role involves working with internal and external stakeholders, managing project timelines and resources, mitigating risks, and ensuring deliverables are met efficiently and effectively.

The position will be required to work within a culture of continuous improvement and will be supported and encouraged to identify areas where efficiencies can be improved and control measures can be implemented to a higher standard.

Participation on Committees

The position will be required to participate in relevant committees as needed for the efficient performance of duties and as directed by the Chief Executive Officer (CEO), SWIM; or by any other person as assigned by an authorised personnel.

Supervision Reporting Relationships

<u>This</u> positions' supervisor/manager	Head, Training and Consultancy, SWIM; or any other person as assigned by an authorised personnel
Other positions reporting to <u>this</u> position	Administrative 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.	PROJECT COORDINATION AND EXECUTION	<p>Be in consultation with the Head, Training and Consultancy to:</p> <ul style="list-style-type: none"> Plan, organise, and execute all phases of assigned projects. Coordinate activities across departments, vendors, and clients to ensure smooth project execution. Schedule and manage meetings, track action items, and ensure timely follow-up. Monitor progress of deliverables assigned to team members and stakeholders.
2.	TIMELINE AND MILESTONE MANAGEMENT	<ul style="list-style-type: none"> Monitor project timelines and ensure all milestones are achieved as per the project plan. Maintain an updated project calendar and provide periodic progress reports. Identify potential delays and develop strategies for on-time delivery.
3.	RESOURCE AND BUDGET MANAGEMENT	<ul style="list-style-type: none"> Track resource allocation and ensure availability of personnel, tools, and materials. Monitor project budgets, ensuring expenditures remain within allocated limits. Prepare reports on project expenditures and resource utilisation.
4.	STAKEHOLDER ENGAGEMENT	<ul style="list-style-type: none"> Act as a key liaison for clients, partners, and internal teams to ensure effective communication and coordination. Facilitate briefings, training sessions, and stakeholder meetings. Support the development of communication materials related to project execution.
5.	OPERATIONAL OVERSIGHT	<ul style="list-style-type: none"> Oversee logistical arrangements related to training programs, consultancy engagements, and other projects. Ensure standard operating procedures (SOPs) and workflows are implemented effectively. Provide support for digital platforms, ensuring smooth integration into project execution. Troubleshoot issues that arise during project implementation and coordinate resolution efforts.
6.	RISK MANAGEMENT	<ul style="list-style-type: none"> Identify and assess potential project risks and work with the Associate Director to develop mitigation strategies. Implement contingency plans for critical project activities. Ensure compliance with regulatory and contractual obligations.
7.	QUALITY ASSURANCE AND REPORTING	<ul style="list-style-type: none"> Monitor and evaluate project performance to ensure quality standards are met. Assist in compiling feedback and lessons learned for continuous improvement. Support the preparation of comprehensive project documentation for reporting and archiving.
8.	OCCUPATIONAL HEALTH AND SAFETY	<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; 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.
9.	CUSTOMER SERVICE	<p>Demonstrate Swinburne Values including:</p> <ul style="list-style-type: none"> Provide ongoing support to clients, trainers and consultants in line with the University's expectations. Be accessible to enquiries, and respond in a timely manner. Ensure all interactions with clients, trainers and consultants are professional, friendly and effective.
10.	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.
11.	OTHER DUTIES	<ul style="list-style-type: none"> Assist the Head of Consultancy and Training, SWIM in other administrative

KEY RESPONSIBILITY AREAS	
	<p>matters related to consultancy and research services, short courses and intellectual property protection and commercialisation.</p> <ul style="list-style-type: none"> Any other duties as assigned by the Head of Consultancy and Training, SWIM; or by 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.	<p>a) A Bachelor's degree in relevant discipline from a recognised institution, or a Bachelor's degree with subsequent relevant experience; or</p> <p>b) A Diploma with a minimum of three (3) years of relevant work experience.</p> <p>Fresh Bachelor degree holders in relevant discipline can be considered.</p>	Essential
2.	Experience in educational projects, training/ consultancy management, or large-scale program implementation is an advantage.	Preferable

Experience / Knowledge / Attributes: Required by the position 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, initiative and sound business acumen.	Essential
2.	Self-starter, resourceful, proactive, thorough and detail-oriented in ensuring accuracy and thoroughness in project execution.	Essential
3.	Ability to prioritise tasks and ensures project deliverables are completed on schedule.	Essential
4.	Demonstrated ability to handle changing priorities and evolving project needs efficiently.	Essential
5.	Demonstrated ability to operate software applications such as Microsoft Word, Excel, Outlook etc.	Essential
6.	Excellent communication and interpersonal skills on the telephone, in writing and in person.	Essential
7.	Demonstrated ability to coordinate teams in a consultative and team environment.	Essential
8.	Fluent in both spoken and written in English.	Essential
9.	Flexible and able to adapt in order to work under pressure and meet short and long-term datelines.	Essential
10.	Relevant working experience in a revenue generation operations.	Preferable
11.	Relevant working experience in a tertiary institution an advantage.	Preferable