

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Assistant Manager (Graduate Office)
Position Grade	E3 – Assistant Manager
Category	Executive
Campus / Unit	Sarawak Campus – School of Research (SoR)
Term of Appointment	Fixed-term Appointment
Effective Date	January 2025

Position Purpose

The position is an executive position at the Sarawak Campus. This position will lead the administrative executives and officers at the unit level and report to the Associate Director and Director of the School of Research.

The Assistant Manager of the Graduate Office - Higher Degree Research (HDR) will provide strategic, operational leadership and management support to ensure the efficient operation of the HDR programs. The role involves overseeing all HDR-related processes, managing academic progression and admission, and providing operational support to HDR candidates and supervisors. The position will ensure the University policy compliance while enhancing student services and operational workflows within the Graduate Office.

The Assistant Manager will work closely with the Deans, Associate Deans, Centre Directors, Heads of Schools, and Discipline Leaders to ensure alignment with the University's strategic initiatives in research and innovation, particularly in business development, IP management, and commercialisation.

In undertaking these responsibilities, the position is expected to exhibit a highly professional approach in working closely and collaboratively with management and staff members at the Sarawak and Melbourne campuses and with parties (private and government) external to the University.

Participation in Committees

The position will be required to participate on relevant committees as needed to perform duties efficiently and as directed by the Associate Director, SoR; or Director, SoR; or Deputy Pro Vice-Chancellor (Research) – DPVC (Research); 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 position's supervisor/manager	Director, SoR; or any other person as assigned by an authorised personnel
Other positions reporting to this position	Administrative Executive(s), Administrative Officer(s)

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 significant outputs for which the position is responsible and are not a comprehensive statement of the position's activities.

KEY RESPONSIBILITY AREAS		
1.	LEADERSHIP AND SUPERVISION	<ul style="list-style-type: none"> Provide leadership to HDR administrative executives and officers, ensuring the smooth execution of HDR processes, including candidature admission, academic progression, and examinations. HDR Management includes stipend, management, visa processes, HDR Registration (TP1/TP2) and any other HDR-related administrative tasks. Support professional development and performance evaluations of administrative staff. Collaborate with internal University units and external stakeholders to deliver efficient HDR services, adhering to University policies and regulatory standards.
2.	HDR PROGRAM ADMINISTRATION	<ul style="list-style-type: none"> Oversee and manage all HDR candidature-related processes, including admissions, enrolment, thesis submissions, and examinations. Ensure timely and accurate HDR academic milestone tracking, thesis submissions, progress reviews, and graduation processing. Provide advice and support to HDR students and supervisors on program requirements, milestones, and University regulations. Manage and update databases and systems (such as RMON) related to HDR administration to ensure compliance with MyRA and other accreditation standards.
3.	POLICY, PLANNING, AND STRATEGIC ALIGNMENT	<ul style="list-style-type: none"> Contribute to developing, implementing, and interpreting HDR-related policies, ensuring alignment with University strategic goals. Collaborate with the academic leaders to assess operational requirements and implement process improvements for HDR administration. Ensure the effective planning and utilisation of human and physical resources within the Graduate Office, including IT resources and other support services.
4.	FINANCIAL AND RESOURCE MANAGEMENT	<ul style="list-style-type: none"> Oversee the financial management of HDR-related budgets, including internal scholarships, student fee waivers, conference claims, PGRS budget administration and other financial support for HDR students (i.e. Stipend and Tracking and updating). Liaise with the Finance and Business Analysis units to ensure timely invoicing, fee processing, and budget monitoring related to HDR operations. Liaise with HR in regards to HDR stipend which is done on a monthly basis. Provide financial reports and oversee the allocation of resources for HDR students and program needs.
5.	STAKEHOLDER ENGAGEMENT AND COMMUNICATION	<ul style="list-style-type: none"> Liaise with internal academic units, external partners, and government authorities to promote HDR programs and ensure efficient operational support. Manage communications between students, supervisors, and University units, ensuring HDR policies and processes are communicated and followed. Organise and support HDR-related events such as workshops, training sessions, and other development opportunities for candidates and staff members.
6.	COMPLIANCE AND ACCREDITATION	<ul style="list-style-type: none"> Ensure compliance with HDR policies and accreditation standards, including MyRA, MQA, and SETARA. Collaborate with relevant academic and administrative staff to ensure adherence to University accreditation processes and to prepare for external audits. Maintain accurate records and data for HDR reporting and audits, contributing to the University's strategic positioning in external ranking systems.
7.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	<ul style="list-style-type: none"> Ensure HDR administrative activities comply with OHS regulations and promote a safe working environment for all staff and students. Regularly review OHS practices within the office and take necessary actions to address any non-compliance or safety concerns.

KEY RESPONSIBILITY AREAS		
8.	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. • Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
9.	OTHER DUTIES	Any other duties as assigned by the Associate Director, SoR; or Director, SoR; or DPVC (Research); or PVC&CEO (Sarawak); or any other person as assigned by an authorised personnel.

SECTION C: Key Selection Criteria

The application must include a separate document addressing each element of the Key Selection Criteria, describing, with evidence, how the applicant fulfils the criteria appropriate to the position being targeted.

Qualifications: Include all educational and training qualifications, licences, professional registration or accreditation, criminal record checks, etc., required for the position.		Essential / Highly Desirable / Preferable
1.	A Bachelor's degree in Business Administration, Management or other related discipline from a recognised institution. A Master's degree holder in a management-related field can be considered.	Essential

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the position's key responsibilities.		Essential/ Highly Desirable / Preferable
1.	At least 3 – 5 years of relevant work experience in university administration, specifically managing HDR programs or postgraduate studies with minimum of one (1) year of supervisory experience.	Essential
2.	Demonstrated ability to coordinate a range of key administration functions, systems and processes, including the ability to prioritise and follow through on a diverse range of competing functions and tasks to meet deadlines within a rapidly changing environment.	Essential
3.	High-level interpersonal skills with the ability to communicate with people at all levels and vary communication style accordingly demonstrated through an ability to motivate, persuade, and negotiate with multiple stakeholders.	Essential
4.	Highly developed oral and writing skills (in English) demonstrated through experience presenting complex information and producing periodic management reports.	Essential
5.	High-level analytical and problem-solving skills and the ability to develop and implement innovative solutions.	Essential
6.	Proven familiarity and competence with MS Office professional software applications and other management information systems to produce and analyse data and prepare management reports.	Essential
7.	Demonstrated track record of successfully managing professional accreditation exercises or similar due diligence activities.	Essential
8.	Demonstrated experience in managing teams and implementing process improvements in a complex academic environment.	Highly Desirable
9.	Knowledge of HDR policies, regulations, and administrative procedures.	Highly Desirable
10.	Strong leadership and people management skills with a proven ability to mentor staff and manage cross-functional teams.	Highly Desirable
11.	High-level organisational and time management skills, with the ability to manage multiple priorities and meet deadlines.	Highly Desirable
12.	Proficiency in data management systems (e.g., RMON, MyRA) and financial budgeting processes.	Highly Desirable
13.	Demonstrated ability to manage financial, human, physical, and IT resources to achieve strategic and operational goals. Familiarity with Activity-Based budgeting and costing approach, as well as in conducting financial review and analysis.	Highly Desirable
14.	Experience in providing leadership and direction to staff to achieve organisational goals, including through supportive performance review and development process.	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).