

# POSITION DESCRIPTION



## SECTION A: Position Context

<b>Position Title</b>	Student Engagement Executive (Student Experience)
<b>Position Grade</b>	E2 - Executive
<b>Category</b>	Executive
<b>Campus / Unit</b>	Sarawak Campus – Student Engagement
<b>Term of Appointment</b>	Full-time Appointment
<b>Effective Date</b>	July 2024

### Position Purpose

The primary focus of this position is to proactively assist the Manager, Student Services and Assistant Manager, Student Life to enrich student's university journey through the delivery of a world class student experience and to be a future ready leader.

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 to Swinburne Sarawak students, staff and external stakeholders:

1. Orientation and Transition;
2. Clubs and Societies;
3. Swinburne Sarawak Student Council (SSSC);
4. Student Life Volunteering Program (SLVP);
5. Peer Mentoring Program;
6. Sports & Recreation;
7. Arrival Services; and
8. Social Media Management.

The position will work closely with Academic staff at Swinburne Sarawak and will liaise with staff at other Swinburne campuses to ensure consistency in corporate style and efficient use of resources.

### Participation on Committees

The position will be required to participate in the relevant committees as required for the efficient performance of duties and as directed by the Assistant Manager, Student Life; or Manager, Student Services; or Registrar and Director, Student Engagement (SE); or Pro Vice-Chancellor and Chief Executive Officer – PVC&CEO (Sarawak); or by an authorised personnel.

### Supervision Reporting Relationships

This position's supervisor/manager	Assistant Manager, Student Life; or any other person as assigned by an authorised personnel
Other positions reporting to this position	Student Engagement 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 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>POLICY AND PLANNING</b>	<p>Assist and support the Assistant Manager, Student Life:</p> <ul style="list-style-type: none"> <li>• Develop working instructions, policies, guidelines and regulations relating to areas under Student Experience purview: <ul style="list-style-type: none"> <li>– Orientation and Transition (Including Arrival Services);</li> <li>– Clubs and Societies;</li> <li>– Sports and MASISWA;</li> <li>– Student Life Volunteering Program (SLVP);</li> <li>– Swinburne Sarawak Student Council (SSSC); and</li> <li>– Peer Mentoring Program.</li> </ul> </li> <li>• Implement and ensure that all policies related to the above are enforced and compiled.</li> <li>• Update the framework and/or policies when necessary.</li> </ul>
2.	<b>GENERAL ADMINISTRATION</b>	<p>Assist and support the Assistant Manager, Student Life to:</p> <ul style="list-style-type: none"> <li>• Manage and maintain proper records of all paperwork and correspondences relating to the job, including updating of the databases and system.</li> <li>• Monitor and approve e-proposal for events.</li> <li>• Monitor budget and expenditure of Student Experience.</li> <li>• Contribute in improvement of Student Experience processes.</li> <li>• Manage and maintain proper record for all the paper works and correspondences relating to the job.</li> <li>• Ensure on time completion of assigned task relating to the Unit.</li> <li>• Establish and maintain administrative processes that allow self and others to accurately deliver a high standard of service and/or provide information to relevant stakeholders.</li> <li>• Monitor and manage all social media platforms under Student Experience including clubs and societies; Swinburne Life Volunteering Program (SLVP) and Swinburne Sarawak Student Council (SSSC).</li> </ul>
3.	<b>LEADERSHIP AND OPERATIONS</b>	<p>Assist and support the Assistant Manager, Student Life to:</p> <ul style="list-style-type: none"> <li>• Manage and monitor the Student Experience team assigned tasks.</li> <li>• Ensure all tasks and projects are executed and completed on time.</li> <li>• Curate content, program, activities, ideas and projects that can benefit both Student Experience and Swinburne Community to increase student satisfaction and experience.</li> <li>• Resolve matters arising within the Student Experience jurisdiction.</li> <li>• Advice, mentor and monitor Swinburne Sarawak Student Council (SSSC) on their administration, operations and management.</li> <li>• Coordinate, advice and execute, not limited to activities and training for sports and MASISWA.</li> <li>• Lead and mentor students and appointed staff on matters related to Student Experience purview.</li> <li>• Coordinate and advice on activities and events with clubs and societies, volunteers and external stakeholders.</li> <li>• Ensure all activities, events and programs met the University's Campus Plan, Vision, Mission and Key Responsibility Area (KRA).</li> <li>• Communicate effectively with students, staff and external stakeholders on matter pertaining to Student Experience purview.</li> <li>• Ensure all operations are within the allocated budget and University's policies and procedures.</li> </ul>

<b>KEY RESPONSIBILITY AREAS</b>		
4.	<b>LIAISON AND INTERACTION</b>	<ul style="list-style-type: none"> <li>• Work closely with various parties including: <ul style="list-style-type: none"> <li>– Staff within Student Engagement;</li> <li>– Staff from the Faculties, Schools and other administrative Units;</li> <li>– Staff from Swinburne Melbourne Campus; and</li> <li>– Outside agencies on matters relating to Unit activities and functions.</li> </ul> </li> <li>• Build rapport with students within Student Experience jurisdiction.</li> <li>• Build rapport with external stakeholders related to Student Experience's need in term of sponsorship, partnership, projects and collaboration.</li> <li>• Communicate effectively with Swinburne community and stakeholders on important information (i.e. new process, activities and events, outcome).</li> </ul>
5.	<b>CUSTOMER SERVICE</b>	<ul style="list-style-type: none"> <li>• Act as the resource person for Unit correspondence.</li> <li>• Monitor student events, organising set-up and ensure events are carried out smoothly and have great impact on Swinburne community.</li> <li>• Collaborate with internal and external stakeholders to better understand, anticipate and meet their current and future needs in accordance with Student Experience purview.</li> <li>• Proactively respond to customer enquiries; provide clear advice and options; as well as providing resolutions for complex enquiries, in a timely manner to meet customer needs.</li> <li>• Build and maintain positive relationships with internal and external stakeholders to enhance delivery of service.</li> <li>• Be accessible for any enquiries and emergencies and respond in a timely manner.</li> </ul>
6.	<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>
7.	<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 time.</li> <li>• Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne values.</li> </ul>
8.	<b>REPORTS</b>	<ul style="list-style-type: none"> <li>• Update the Management on Student Experience events and other matters relating to students of Swinburne Sarawak through the Assistant Manager, Student Life on a fortnightly basis.</li> <li>• Prepare reports and data; and provide accurate information as and when needed by the Management.</li> </ul>
9.	<b>OTHER DUTIES</b>	<ul style="list-style-type: none"> <li>• Any other duties as required by the Assistant Manager, Student Life; or Manager, Student Services; or Registrar and Director, SE; or PVC&amp;CEO (Sarawak); or by authorised personnel.</li> </ul>

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

<b>Experience / Knowledge / Attributes:</b> Required by the appointee to successfully perform the positions key responsibilities.		<b>Essential / Highly Desirable / Preferable</b>
1.	Minimum of three (3) years of relevant work experience.	Essential
2.	Experience and knowledgeable in handling orientation and transition, clubs and societies; volunteering; peer mentoring; sports and MASISWA, and activities and events.	Essential
3.	Excellent interpersonal skills and demonstrated ability to work effectively in a consultative and team environment, including the ability to liaise effectively with a wide range of internal and external stakeholders.	Essential
4.	Great leadership skills; and able to lead and coach the team.	Essential
5.	Great personality, energetic, proactive, creative and innovative.	Essential
6.	Demonstrate initiative and problem-solving skills, and proven through the ability to develop and implement innovative solutions to work-related problems.	Essential
7.	Familiar with computer skills and knowledge of Microsoft Office software, especially MS Words, MS Excel, and Power Point.	Essential
8.	Familiar with designing and editing tools software, (i.e. Photoshop Adobe, Canva).	Essential
9.	Fair knowledge and able to manage a variety of current social media platforms.	Essential
10.	Good time management and organisational skills, with ability to prioritise workload to ensure deadlines are met.	Essential
11.	Able and willing to work extra hours and during weekends, as and when required.	Essential
12.	Demonstrated commitment to excellence in delivering customer service.	Essential
13.	Meticulous and have an eye for details.	Essential
14.	Demonstrated ability to motivate self and others.	Highly Desirable
15.	Knowledge of the Malaysian education system and an understanding of the key issues relating to the marketing and provision of private tertiary education in Malaysia.	Highly Desirable
16.	Fair knowledge in sports and areas within the mentioned (i.e. rules and regulations, sports injury, training).	Preferable