

POSITION DESCRIPTION



SECTION A: Position Context

Position Title	Assistant Manager, Policy, Planning and Quality
Position Grade	E3 – Assistant Manager
Category	Executive
Campus / Unit	Sarawak Campus – Policy, Planning and Quality (PPQ)
Term of Appointment	Full-time Appointment
Effective Date	July 2024

Position Purpose

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

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

- New course proposals, course approvals and accreditation, including self-accreditation of courses delivered by Swinburne Sarawak; and
- Quality Management.

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

- Provide support on quality management across Swinburne Sarawak in internal and external accreditation and reaccreditation;
- Manage the processes at Swinburne Sarawak to facilitate the harmonisation of academic policies between Swinburne Sarawak and Swinburne Melbourne;
- Work with internal stakeholders to enhance the effectiveness and efficiency of accreditation 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 person 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 Swinburne Sarawak and Swinburne Melbourne;
- 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 by an authorised personnel.

Supervision Reporting Relationships

This position's supervisor / manager	Manager, PPQ; or any other person as assigned by an authorised personnel.
Other positions reporting to <u>this</u> position	Executive(s) or Officer(s) as 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.	<p>PLANNING, OPERATION AND MANAGEMENT</p> <p>Accreditation and Reaccreditation</p> <ul style="list-style-type: none"> • Implement agreed timelines to meet deadlines for internal and external accreditation and reaccreditation, concept proposals, course approvals, institutional accreditations and rating exercises. • Organise and review self-assessment reports and supporting materials submitted for self-accreditation to ensure timely submission. • Review compilation of reports, prescribed forms and supporting documentation against requirements of external accreditation bodies, including government agencies and professional accreditation organisations to confirm the accuracy and completeness of compilations. • Monitor the progress of action plans in response to internal review reports from Education and Quality, Swinburne Melbourne as well as external accreditation audit reports and rating reports. • Review with internal stakeholders the effectiveness and efficiency of procedures and processes for implementation across Swinburne Sarawak and make recommendations for process simplification. <p>Others</p> <ul style="list-style-type: none"> • Participate in strategic planning activities and contribute to the achievement of strategic goals for continuous quality improvement in PPQ. • Work closely with the Manager and other staff members in the Unit to: <ul style="list-style-type: none"> - Prepare annual budget for PPQ; - Implement administrative systems that allow PPQ to accurately deliver a high standard of service or provide information to relevant internal and external stakeholders in a timely manner; - Contribute to the smooth running of office administrative functions and maintain effective communications within and outside PPQ; - Implement strategic plans for PPQ to ensure continuous improvement of the functions and service delivery of the Unit; and - Implement and monitor risk controls relating to PPQ as part of the University's risk management process.
2.	<p>DOCUMENT MANAGEMENT</p> <p>Accreditation and Reaccreditation</p> <ul style="list-style-type: none"> • Coordinate institutional and course level audits as well as rating exercise to ensure audit processes and documentation are compliant with requirements from the government agencies and professional bodies. • Coordinate and review the prescribed course approval and accreditation forms from the government agencies to ensure timely submission. • Coordinate completion of internal review reports, including liaising with internal stakeholders to follow up and resolve the review findings. • Monitor implementation of academic processes to ensure its alignment with those of Swinburne Melbourne. • Assist in preparation of accreditation-related documents or reports, including for Academic Practice Committee, Academic Board and other working groups as required.
3.	<p>QUALITY ASSURANCE AND MANAGEMENT</p> <p>Accreditation and Reaccreditation</p> <ul style="list-style-type: none"> • Collaborate with key staff key staff across Swinburne Sarawak and Swinburne Melbourne to ensure the Quality Management System (QMS) meets current and future accreditation requirements.

Key Responsibility Areas		
		<ul style="list-style-type: none"> Oversee and monitor preparations for external accreditation audits, rating exercise and internal reviews, including monitoring the progress of action plans. 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. Coordinate the Accreditation and Reaccreditation Working Group, Task Force and other relevant working groups as required. <p>Quality Management</p> <ul style="list-style-type: none"> Undertake regular analysis of quality management procedures for accreditation and reaccreditation including statistics as well as make recommendations for process simplification and continuous improvement in the accreditation and reaccreditation at Swinburne Sarawak. Collaborate with key staff across Swinburne Sarawak and Swinburne Melbourne to ensure the Quality Management System (QMS) meets current and future accreditation requirements.
4.	POLICY DEVELOPMENT AND ADVICE	<ul style="list-style-type: none"> Assist with drafting amendments to relevant accreditation procedures and processes. Keep up-to-date with relevant accreditation manuals and standards, acts and statutes, including the SETARA requirements, Private Higher Educational Institutions Act 1996 (Act 555) and its regulations to provide support as required.
5.	COMMUNICATION. FACULTY AND UNIVERSITY LIAISON	<ul style="list-style-type: none"> Assist to research, draft and edit documentation relating to key responsibility areas of the unit. Disseminate information and updates on accreditation requirements and standards to relevant internal stakeholders. Assist with the development and production of targeted communications materials for Swinburne Sarawak staff, and with presentation materials when required. Provide reliable, supported, information on a timely basis to internal and external stakeholders. Liaise with government authorities and other internal and external stakeholders as necessary. Assist in correspondence when required.
6.	PROJECT MANAGEMENT	Assist in carrying out special projects, especially those concerning the implementation of policy management and quality management initiatives at Swinburne Sarawak.
7.	TEAMWORK CAPACITY BUILDING	<ul style="list-style-type: none"> 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. Assist to guide staff members to complete assigned tasks.
8.	OCCUPATIONAL HEALTH AND SAFETY (OHS)	Assist management in monitoring, measuring and reviewing performance of all OHSMS programmes including through the following: <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.
9.	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 time.

Key Responsibility Areas	
	<ul style="list-style-type: none"> Assist management in implementing the Swinburne culture and lead the team in embracing the Swinburne Values.
10. OTHER DUTIES	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.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential / Highly Desirable / Desirable
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

Experience / Knowledge / Attributes: Required by the appointee to successfully perform the position's key responsibilities.		Essential / Highly Desirable / Preferable
1.	Minimum of 3 - 5 years of relevant working experience including one (1) year of supervisory role.	Essential
2.	Demonstrated ability to work independently, and to take initiative and responsibility to manage time and teams to meet deadlines.	Essential
3.	A positive work attitude and a proactive approach to completing more than one complex project at a time.	Essential
4.	Proven capacity for accuracy and attention to detail.	Essential
5.	Good problem-solving skills.	Essential
6.	Experience in: <ul style="list-style-type: none"> • Interpreting and implementing policies or standards; • Auditing documents and / or reviewing policies and procedures; and • Developing new processes and / or improve existing practices for quality assurance and accreditation management. 	Essential
7.	Demonstrated interpersonal skills to communicate professionally and empathetically with people at all levels in both the external and internal environment.	Essential
8.	Demonstrated cross-cultural and negotiation skills in working collaboratively and effectively with staff across organisational structures to achieve goals and meet stakeholder requests.	Essential
9.	Proficiency in using English to draft and/or to proof-read and edit policies and procedures as well as working guidelines, self-assessment reports and other documentation.	Essential
10.	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
11.	Demonstrated integrity in handling sensitive information and ability in maintaining confidentiality of information.	Essential
12.	Demonstrated ability to communicate in Bahasa Malaysia orally and in writing to convey and elicit information effectively with internal and external stakeholders.	Essential
13.	Demonstrated ability to develop, implement and manage administrative systems and processes.	Highly desirable
14.	Proficiency in using Office 365 applications.	Preferable

Applications:

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