

VACANCY NOTICE

REF: C13112024

POSITION	STUDENT SERVICES MANAGER
LOCATION	PETALING JAYA, SELANGOR
INDUSTRY	EDUCATION
TYPE	CONTRACT <i>Note: ALL employees are under contractual employment which is renewable.</i>

JOB SUMMARY

The Student Services Manager oversees the Student Services Department, ensuring an exceptional and holistic student experience from enrolment through to graduation. This role is central in coordinating a wide range of services, including student registration, financial aid management, student activities, counselling, safety and welfare, and orientation. The Manager will collaborate with faculty, staff, and external partners to enhance the student journey, with a focus on engagement, satisfaction, and student success.

KEY DUTIES AND RESPONSIBILITIES

Student Engagement and Activities

- Lead the planning, coordination and execution of diverse student engagement initiatives, including co-curricular, extracurricular and recreational activities, in alignment with institutional objectives.
- Facilitate intra- and inter-college events, social campaigns, community service, and student led charity initiatives.
- Serve as an advisor to the Student Council, promoting transparent communication and collaborative decision-making.
- Develop and monitor budgets for student programmes, ensuring financial accountability.
- Oversee the operations of clubs and societies, fostering a vibrant campus life.

Counselling and Support Services

- Manage student counselling services, adhering to ethical standards, university policy and best practices in student mental health support.
- Regularly evaluate counselling goals and objectives, updating service standards and protocols, as needed.
- Act as a first point of contact for students in need of support, coordinating with relevant university and external services to provide timely assistance.

Student Safety and Welfare

- Ensure a safe, supportive environment for all students, including international students, and address any issues related to their well-being.
- Communicate policies and procedures on student welfare, ensuring that students are well informed and have access to appropriate resources.
- Liaise with stakeholders to resolve major welfare concerns, escalating issues to management when necessary.

VACANCY NOTICE

Orientation and Student Transition

- Collaborate with departments to create a comprehensive Welcome Guide and orientation materials for new students, enhancing the pre-arrival experience.
- Lead orientation programmes to facilitate smooth student transitions, fostering a sense of community and belonging.
- Organize large-scale university events such as carnivals, award ceremonies and farewell programmes to strengthen student engagement.

Financial Aid Administration

- Oversee the student financial aid process, ensuring compliance with PTPTN, MARA, and other regulatory bodies.
- Provide timely support and resolve student queries related to financial aid, including loans, grievances, and appeals.
- Ensure the accurate submission of necessary documentation to funding bodies and maintain transparent records for reporting purposes.

Data Management and Reporting

- Manage the department's budget, ensuring financial resources are effectively allocated to support student needs.
- Conduct student satisfaction surveys and other assessments to gather feedback and drive continuous improvement in student services.
- Analyse data on programme effectiveness, generating insights and reports to guide decision making and enhance the student experience.

Additional Duties

- Collaborate with external organizations and service providers to expand resources available to students.
- Perform other related duties as assigned by university leadership to support strategic goals.

JOB REQUIREMENTS

- Bachelor's degree in Social Science, Sociology, Business Administration or equivalent. Those with a Master's degree is a plus.
- Minimum of 5 years of experience in student services or similar role in higher education, demonstrating a record of leadership and innovation.
- Ability to multitask and deliver results within stipulated timelines
- Excellent communication skills, verbal and written, including presentation skills
- Ability to communicate, interact and relate to students and parents as well as staff and stakeholders
- Excellent organizational and time management skills
- Customer focus with passion to assist students
- Ability to use good judgement to address varied situations and complex problems
- Proficient in Microsoft Office (Word, Excel and PowerPoint).
- Good command of English and Bahasa Malaysia