

VACANCY NOTICE

REF: JS01102024

POSITION	STUDENT ENGAGEMENT EXECUTIVE (STUDENT EXPERIENCE)
LOCATION	KUCHING, SARAWAK
INDUSTRY	EDUCATION
TYPE	FULL TIME

JOB SUMMARY

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 University students, staff and external stakeholders:

GENERAL ADMINISTRATION

- Manage and maintain proper records of all paperwork and correspondences relating to the job, including updating of the databases and system.
- Monitor and approve e-proposal for events.
- Monitor budget and expenditure of Student Experience.
- Contribute in improvement of Student Experience processes.
- Manage and maintain proper record for all the paper works and correspondences relating to the job.
- Ensure on time completion of assigned task relating to the Unit.
- 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.
- Monitor and manage all social media platforms under Student Experience including clubs and societies

LEADERSHIP AND OPERATIONS

- Manage and monitor the Student Experience team assigned tasks.
- Ensure all tasks and projects are executed and completed on time.
- Curate content, program, activities, ideas and projects that can benefit both Student Experience and University Community to increase student satisfaction and experience.
- Resolve matters arising within the Student Experience jurisdiction.
- Advice, mentor and monitor Student Council on their administration, operations and management.
- Coordinate, advice and execute, not limited to activities and training for sports
- Lead and mentor students and appointed staff on matters related to Student Experience purview.
- Coordinate and advice on activities and events with clubs and societies, volunteers and external stakeholders.

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- Ensure all activities, events and programs met the University's Campus Plan, Vision, Mission and Key Responsibility Area (KRA).
 - Communicate effectively with students, staff and external stakeholders on matter pertaining to Student Experience purview.
 - Ensure all operations are within the allocated budget and University's policies and procedures.

LIAISON AND INTERACTION

- Work closely with various parties including:
 - Staff within Student Engagement;
 - Staff from the Faculties, Schools and other administrative Units;
 - Staff from Campus; and
 - Outside agencies on matters relating to Unit activities and functions.
- Build rapport with students within Student Experience jurisdiction.
- Build rapport with external stakeholders related to Student Experience's need in term of sponsorship, partnership, projects and collaboration.
- Communicate effectively with Swinburne community and stakeholders on important information (i.e. new process, activities and events, outcome).

CUSTOMER SERVICE

- Act as the resource person for Unit correspondence.
- Monitor student events, organising set-up and ensure events are carried out smoothly and have great impact on University community.
- Collaborate with internal and external stakeholders to better understand, anticipate and meet their current and future needs in accordance with Student Experience purview.
- 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.
- Build and maintain positive relationships with internal and external stakeholders to enhance delivery of service.
- Be accessible for any enquiries and emergencies and respond in a timely manner

OCCUPATIONAL HEALTH AND SAFETY (OHS)

Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:

- Execute OHS requirements in respective work areas;
- Maintain cleanliness, good housekeeping and overall safe work environment; and
- Undertake immediate correction and improvement action on any noncompliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.

JOB REQUIREMENTS

- A Bachelor's degree in a relevant discipline from a recognised institution with at least three (3) years of relevant work experience.
- Experience and knowledgeable in handling orientation and transition, clubs and societies; volunteering; peer mentoring; sports and MASISWA, and activities and events

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APPLICATION PROCESS

Interested candidates are invited send the documents below career.unitalent@gmail.com or whatsapp to +6012-5227761.

- Updated CV
- Qualifications (Certificates & transcripts)