

POSITION DESCRIPTION - Assistant Manager (Student Wellbeing and Development)**ORGANISATIONAL CONTEXT**

Monash University is a leading Australian international university. Monash University Sunway Campus, Malaysia (MUSCM), located at Bandar Sunway with a medical school at Johor Bahru, was established in 1998 as a partnership between Monash University Australia (MUA) and the Sunway Group. The campus complies with Monash University standards and those imposed by the Malaysian Higher Education Authority.

The campus offers undergraduate and postgraduate degree programs in six academic Schools: Arts and Social Sciences, Business, Engineering, Information Technology, Medicine and Health Sciences, and Science. It has a number of administrative departments providing a full range of technical, information technology and other services in support of the university's academic programs. The campus has some 4,500 students and 400 staff.

The Central Administration of the Campus is comprised of six units: Advancement, Library and Learning Commons, ITS, Human Resources, Legal and Student Services.

The **Student Services division** of the campus provides services and administrative support ranging from orientation, admissions, enrolments, timetabling, student systems, student records, student wellbeing, counselling, student activities and experience to employment and career development. The division has two departments namely, Student Administration and Systems (SAS) department and Student Community Services (SCS) department.

The **Student Community Services (SCS)** department consists of two units: Counselling and Student Experience. The **Student Experience unit** provides and/or coordinates a wide range of specialised services and programs for local and international students including orientation, pastoral care, student development activities, employment and career development programs and on-going support for the wellbeing of the students in their time of study at the University.

The **Assistant Manager (Student Wellbeing and Development)**, reports to the Manager, Student Experience and is required to work closely with other heads of departments and key staff across the campus as well as the Australian campuses. The incumbent is responsible for the provision of pastoral care, as well as the delivery of high quality specialised programs and services for students (local and international), and is expected to have an excellent understanding of University policies and procedures, as well as the Malaysian Ministry of Higher Education (MoHE) rules and regulations on university students, Australian National Code (ANC), and the Education Services for Overseas Students (ESOS) Act.

KEY RESULTS AREAS AND RESPONSIBILITIES

Delivery of high quality service to students in enhancing student experience, wellbeing and development

- Manage the provision of pastoral care for students in compliance with university and campus policy and procedures, Malaysian government regulations, Australian National Code (ANC) and Education Services for Overseas Students (ESOS) Act
- Implement administrative procedures, work practices and systems, to ensure continuous effective delivery of quality services to students and stakeholders
- Ensure that the services provided are as set out in the Service Level Statements and are consistent to the university's standard, guidelines, policies and procedures
- Lead and manage the provision of advice and guidance to the student associations such as MUSA, MUPA, MUISS, clubs and societies
- Serve as the first point of contact for Student Services in critical incidents involving students, and manage the timely response and appropriate actions required for such incidents
- Provide reports, analysis and recommendations to the head of department and committees

Contribution to planning and strategy

- Plan, develop and maintain high quality, cost effective services for local and international students enrolled at the Sunway campus in line with enhancing the overall student experience
- Maintain an awareness of wider university activities as they impact on the various student groups and develop an integrated approach to support services
- Collaborate with Schools and other departments/units of the University, as well as encourage initiatives by student associations that support student wellbeing and development
- Develop and maintain productive working partnerships with team and stakeholders to facilitate the implementation of team/unit/divisional objectives
- Evaluate current services for the various student groups and recommend University practices and policy options for consideration by the Manager - Student Experience, Student Community Services

Enhancement of the efficiency of service delivery through monitoring and review

- Systematically monitor and review business processes and workflow to identify areas for improvement
- Apply performance survey data measuring customer satisfaction and implement action plans for continuous improvement of services
- Review website contents relevant to Student Experience on a regular basis to ensure currency and accuracy

Effective supervision of staff

- Supervise staff in performing their duties and working as a team to deliver high quality services and to achieve the set target and goals
- Provide timely and appropriate advice and updates for the efficient running of the Student Wellbeing and Development section
- Implement staff performance appraisal and performance management
- Identify needs and provide opportunities for staff development

KEY SELECTION CRITERIA

Essential

- A recognised basic degree with at least 3-4 years of relevant experience in a large and complex tertiary education institution
- A strong commitment to, and understanding of, customer service as well as the ability to engender a strong customer service orientation among staff
- Proven problem solving and analytical skills including the ability to obtain and interpret information and make sound judgment and specific recommendations
- Excellent interpersonal skills with an ability to develop and maintain effective working relationships across diverse groups
- Excellent verbal and written communication skills
- Demonstrated awareness in and sensitivity with diverse cultures, and competent cross-cultural communication skills
- Proficient computer literacy skills in Microsoft Office applications

Desirable

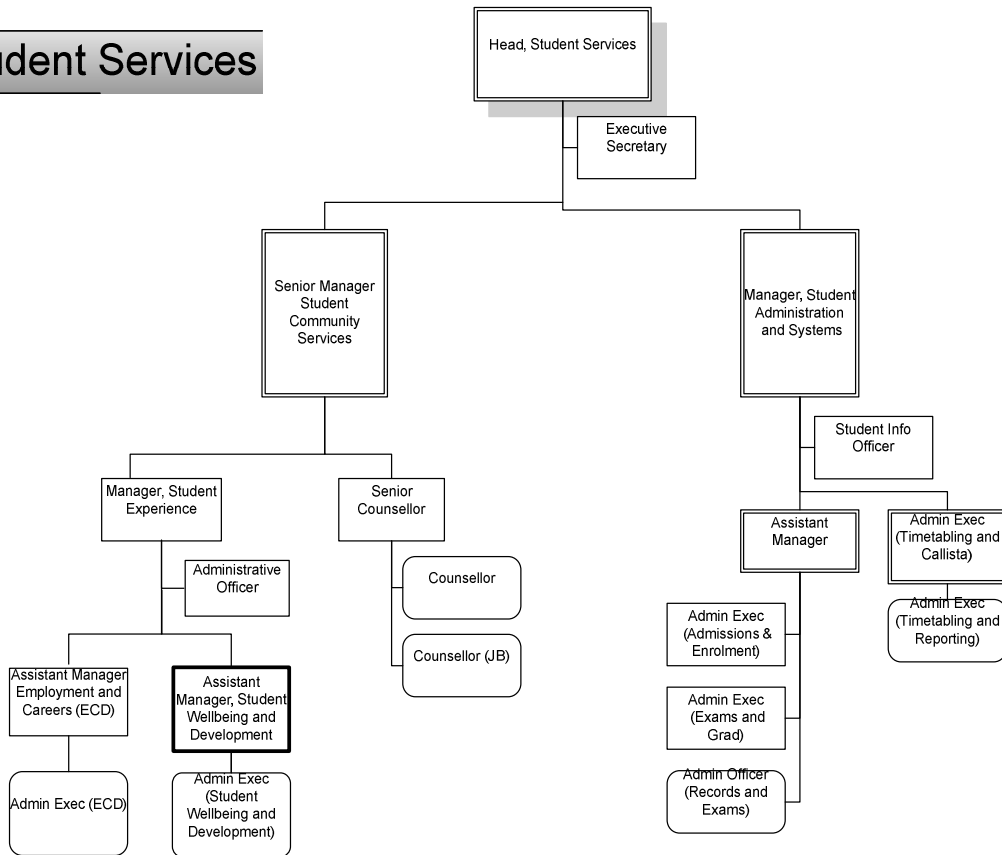
- Sound knowledge of the Malaysian government regulations pertaining to university students, Australian National Code (ANC) and Education Services for Overseas Students (ESOS) Act pertaining to international students

OTHER JOB RELATED INFORMATION

- May be required to work after hours when the need arises
- May be required to work on weekends during Open Days or other key activities organised by the University
- May be required to travel to Monash University Australia for meetings with counterparts

ORGANISATION CHART

Student Services



(As at June 2009)