ADMINISTRATIVE EXECUTIVE

SCHOOL/UNIT
School of Engineering & Information Technology

SUB-UNIT
Course Management Office

CLASSIFICATION
HEW Level 5A

WORK LOCATION
Malaysia campus

ORGANISATIONAL CONTEXT

Monash University is Australia’s largest university, and member of the prestigious Group of Eight research intensive universities. Monash consistently rates in the top 100 universities in the world.

Monash University Malaysia is Monash’s third largest campus, with over 8000 students and 900 staff. We are a comprehensive campus offering degrees in business, engineering, medicine, science, information technology, pharmacy, social science and humanities. We are rated among the very best of universities in Malaysia, and the quality of our research output positions us among the very best universities in Southeast Asia.

Monash University Malaysia provides Monash University with a platform for scholarly engagement with the dynamic Southeast Asia region. We are located in greater Kuala Lumpur, in the Klang Valley, one of the region’s industrial hotspots. We sit in the heart of the rapidly developing economic corridor linking Singapore, Kuala Lumpur, Bangkok and beyond. Our education and research is oriented towards deep engagement with this dynamic social and industrial landscape.

In 2018 we celebrated our twentieth anniversary in Malaysia. During this time we have produced more than 16,000 graduates from more than 70 different countries. We provide a diverse and inclusive scholarly environment.

In 2017 Monash Malaysia was awarded a Six Star SETARA rating by the Malaysian Ministry of Education. This places us in the very top “outstanding” cohort of Malaysian Universities.

Monash University Malaysia is jointly owned by Monash University and the Jeffrey Cheah Foundation.

For further information see: www.monash.edu.my.

The School of Engineering continues to grow rapidly, particularly in the delivery of undergraduate programs, and through the expansion of its facilities and infrastructure. In addressing global engineering challenges of the 21st century, the expansion of research activities in our Malaysian campus is of high priority for the University, reflected by the significant increase of school collaborative partnership with the industry sector, and through the offering of the Higher Degrees by Research, the Master of Engineering Science (Research) and the Doctor of Philosophy (PhD). The School currently has close to 1,500 undergraduate students, including approximately 70 academic staff, and 42 professional and technical support staff.

The School offers the 4-year Bachelor degree in 6 disciplines: Chemical Engineering, Chemical Engineering, Electrical and Computer Systems Engineering, Mechanical Engineering, Mechatronics Engineering and Software Engineering.
These are the 6 core disciplines of Engineering, driven by the strong and growing demand for capable graduates in Malaysia, the Asian region and beyond.

In line with the School Development Plan and to meet the thriving market demand, the school has recently started to offer the Master of Advanced Engineering (Energy and Sustainability), a 1-year Master by coursework program.

For further information: www.eng.monash.edu.my.

POSITION PURPOSE

The Course Management Office is headed by the Course Manager and is responsible for the direction, management, administration and support of all student service processes for undergraduate and Master by coursework programs within School of Engineering and Information Technology. The Course Management Office is assists the University in processing enquiries, applications, admissions, enrolments, timetabling and course administration, and the provision of expert advice on student administration matters to the Head of School, Discipline Heads, senior staff, and other key school committees.

The Administrative Executive position provides administrative support to the Course Manager in managing the timetabling planning and scheduling for both the School of Engineering and Information Technology, teaching manpower and resources (sessional and HDR/Associate Tutor), and the progression of students through the Degree and Master (by coursework) from application to course completion. This includes the establishment and maintenance of systems and support for students and course administration and for the maintenance of the student database and record systems.

Reporting Line: The position reports to the Course Manager under routine supervision

Supervisory Responsibilities: This position provides routine supervision to employees across HEW Levels 2-5

Financial Delegation: Not applicable

Budget Responsibilities: Not applicable

KEY RESPONSIBILITIES

Timetabling Planning

1. Plan and prepare the timetabling data template and unit combination chart for each semester
2. Liaise with the Course Coordinators on the lecturers’ details for each unit offerings
3. Prepare, collate and insert the timetabling data with the accurate information for each semester
4. Liaise with the lecturers to identify/rectify changes in the drafted timetabling data in a timely manner
5. Liaise with the Student Services – scheduling unit’s and providing information on the School’s unit offerings and lecturers’ requirements
6. Adhere to the timetabling key activity calendar for each semester
7. Assist to monitor the student enrolment and student allocation via Allocate+
8. Provide accurate and customer-friendly advice to students with timetabling issues via Timetable Help Desk

Sessional Staff Appointment

9. Assist to verify the sessional staff applications and related documents
10. Coordinate and follow-up on the submission of documents with Human Resources
11. Coordinate the sessional staff’s workstation allocation and distribution of stationary kit for each semester
12. Assist to update sessional staff details for school record purposes
13. Assist to collate and check the Teaching Workload Planning for each semester
Course Management

14. Assist the Course Manager in the day-to-day administration on delegated tasks and maintain quality service delivery.

15. Correspond with students and implement follow-up action where necessary i.e. leave of absence/internment, discontinuation, etc.

16. Contribute in the planning, organisation and running of enrolment sessions, talks, orientation days, open days and application days.

17. Establish and maintain efficient filing systems to keep and organise information or documents relevant to the school database and other information sources.

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   - A relevant tertiary qualification with significant relevant experience in administration or course management in a tertiary institution or similar organization.

Knowledge and Skills

2. Ability to work independently with minimal supervision, but also able to contribute as a member of the administrative team to achieve common goals and provide support, training and supervision to other staff members.

3. Highly developed analytical and problem solving skills to manage the broad range of duties associated with the position.

4. Strong verbal/written communication skills and interpersonal skills, including the ability to liaise at all levels.

5. Good organisational and time management skills, including the ability to prioritise workloads and work to tight timelines.

6. Demonstrated capacity to manage complex issues in a customer service area, with particular experience in addressing complaints and concerns.

7. Ability to learn and effectively apply policies, guidelines and precedents in decision making processes.

8. Intermediate skills in Microsoft Word and Excel as well as database management.

9. Demonstrated ability to develop, implement and maintain effective office procedures and record keeping systems.

10. Knowledge and appreciation of the academic environment and the University.

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required.
- There may be a requirement to work additional hours from time to time.
- There may be peak periods of work during which taking of leave may be restricted.

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Ethics, Equal Opportunity, Occupational Health and Safety, Conflict of Interest (including Conflict of Interest in Research), Paid Outside Work, Personal Data Protection, Conduct of Research, and Staff/Student Relationships.