



ADMINISTRATIVE EXECUTIVE, INTERNATIONAL STUDENT PASS OFFICE

SCHOOL/UNIT	Student Life
SUB-UNIT	International Student Pass Office
CLASSIFICATION	HEW Level 4
WORK LOCATION	Main campus

ORGANISATIONAL CONTEXT

Monash University is a modern, global, research-intensive university, delivering education and research excellence in Australia and across the Indo-Pacific. We are making a positive impact on today's global challenges – whether by mitigating climate change, easing geopolitical insecurity or fostering healthy communities. Monash University is Australia's largest university and a member of the prestigious Group of Eight, a group of Australia's eight leading research universities. We have been consistently ranked among the world's top universities, at 42nd globally in the QS World University Rankings and 54th in the Times Higher Education World University Rankings in 2024, reflecting our strong commitment to academic and research excellence.

Monash University is a global university with four campuses in Australia and a campus in Malaysia and Indonesia. In India, Monash Research Academy is a postgraduate research and PhD training partnership with the Indian Institute of Technology Bombay, whilst Monash-Suzhou is a partnership between Monash University and Southeast University focused on world-class research and training in China. The Monash University Prato Centre meanwhile provides a European base for international research and education. Additionally, Monash has extensive international partnerships and study abroad programs with more than 100+ partner universities around the world.

Established in 1998, Monash University Malaysia is Monash's third-largest campus and one of Malaysia's most respected higher education institutions. More than 9,700 students representing approximately 77 nationalities are currently enrolled at Monash Malaysia, and they enjoy a quality study experience supported by committed staff members. We place a strong emphasis on student experience and strive to produce graduates who can lead and contribute to their local and regional communities. Our graduates can be found in positions of importance all over the world. Since welcoming our first cohort of 417 students, we have graduated more than 27,500 students, including 800 PhDs.

We pride ourselves in educational excellence, offering degrees in arts and social sciences, business, engineering, information technology, medicine, psychology and health sciences,

pharmacy, and science across seven schools. New courses in emerging areas, including artificial intelligence, data science, digital business and pharmaceutical science, expand our range of internationally-recognised degrees for a changing world. We invest in constantly upgrading our facilities to incorporate cutting-edge teaching and learning technology to enhance our students' and staff's experience.

In line with Monash University's strategic plan, Impact 2030, our research focuses on issues of national and global significance. We strive to formulate and implement solutions that could mitigate the effects of climate change, promote geopolitical security in the ASEAN region and improve health and wellbeing to enable communities to thrive. Our [research projects](#) and [researchers](#) are making long-term and sustainable impact across health, economics, policy, technology, the environment and society at large. We also offer a broad range of [world-class infrastructure and services](#) to support the needs of the research community and industry.

Our campus is located in Greater Kuala Lumpur, 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 are oriented towards deep engagement with this dynamic socio-economic and industrial landscape.

Monash University Malaysia is committed to delivering quality education and research to address the global challenges of our time, and we have ambitious plans to reach our goals. Join us as we make a positive difference for the betterment of communities worldwide.

For further information, please visit www.monash.edu.my.

The Student Life Unit is charged with leadership, management and innovation in the provision of high-quality non-academic services to students at Monash Malaysia. The Unit supports the academic enterprise through a range of student services which includes Student Engagement and Development, Career Services, Counselling, Health and Wellness, Disability Support Services, Scholarships and Study Loans, Student Advisory and Support, and Student Academic Services.

The International Student Pass sub-unit provides student pass related services and advises on Immigration requirements for international students.

POSITION PURPOSE

The Administrative Executive plays a vital role in supporting the Student Administration team within Student Life. This position is primarily responsible for delivering professional and high-quality administrative services, particularly assisting the International Student Pass Office with administrative tasks and managing passport-related matters. The role emphasizes excellence in administrative support and aims to provide accurate and timely advice to students, staff, and other stakeholders.

Reporting line: The position reports to the Assistant Manager under routine supervision.

Supervisory responsibilities: Not applicable

Financial delegation: Not applicable

Budget responsibilities: Not applicable

KEY RESPONSIBILITIES

1. **Passport Management** - Ensure timely and organized handling of passports in line with EMGS and Malaysian Immigration guidelines. Track passport movements accurately.
2. **Student Pass Support** - Provide accurate advice and assistance for student pass matters including renewals, transfers, cancellations and related requirements.
3. **Accurate Record Keeping and Updating** - Maintain up-to-date records of all student communications and documentation in the system to ensure accuracy in tracking passports and student pass applications.
4. **Additional Duties** - Perform other tasks as assigned to support team objectives.

KEY SELECTION CRITERIA

Education / Qualifications:

1. Tertiary qualification and/or relevant experience in a similar capacity in a tertiary education setting.

Knowledge and Skills:

1. Good interpersonal skills and demonstrated ability to liaise with a diverse range of individuals (internal and external) from various education and cultural backgrounds.
2. Excellent administration skills and a demonstrated ability to deliver effective operational process and system.
3. A strong commitment to excellence in data integrity.
4. Ability to work as an effective member of a team.

OTHER JOB RELATED INFORMATION

- Casual term paid on hourly basis
- There may be a requirement to work additional hours from time to time

LEGAL COMPLIANCE

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