



## JOB DESCRIPTION – STUDENTS’ ASSOCIATION SENIOR OFFICER

<b>Job Title:</b>	Senior Officer
<b>School/Department:</b>	Students’ Association (SA)
<b>Job Family and Level:</b>	Executive Level 3A
<b>Contract Status:</b>	Permanent
<b>Location:</b>	Room 30, Block H1
<b>Reporting to:</b>	Students’ Association Manager
<b>Purpose of role:</b>	To oversee operational processes are carried out according to SA & University of Nottingham Malaysia (UNM) policies for the Clubs and Societies (CS) events including CS training & enhancement programs, brand guidance, facilities management, and development lead of its Volunteer Unit.

### Generic roles:

No.	Main Responsibilities
1.	Lead & coordinate the Students’ Association Volunteering Unit (new unit initiative)
2.	Manage and coordinate CS development and enhancement program.
3.	Ensure that CS finance transactions are up to date, accurate with continuous financial guidance.
4.	Provide semesterly analysis of CS financial sustainability.
5.	Coordinate trainings for CS Executives - incorporating UNM Strategic 2022-2026 plan and values.
6.	Liaison between CS with suppliers, vendors, and sponsors with UNM respective departments.
7.	Supervising SA Officer role of approvals of CS events, activities health and safety processes, and monitoring CS finances.
8.	Support and work with colleagues to ensure that customer service is delivered professionally for daily operational functions and updating department SOPs according to UNM, MOE and Malaysian government policy changes.
9.	To administer relevant procedures and policies of the Students’ Association Staff Office, including updating according to UNM, MOE and the Malaysian government SOPs.
10.	Troubleshooting SA online forms by coordinating with IT support for solutions.
11.	Support Manager in submission of internal and external audit as required by UNM stakeholders
12.	Work with colleagues in planning and coordinating training for CS Executives for continuous improvement of processes and systems, procedures and policies for updating the SA Handbook.
13.	Other responsibilities and roles as assigned by the SA Manager or University of Nottingham Malaysia.



**Specific roles:**

No.	Main Responsibilities
1.	<p><b>Volunteer Unit.</b></p> <ul style="list-style-type: none"> <li>• Plan annual CSR programs and budget, including sourcing for sponsorships and grants.</li> <li>• Identify students with interests and passion for volunteer work</li> <li>• Provide training both for student volunteers and staff liaison overlooking projects</li> <li>• Network with any organization related to the unit purpose.</li> <li>• Monitor all programs and provide evaluation for improvement.</li> </ul>
2.	<p><b>CS development and enhancement program</b></p> <ul style="list-style-type: none"> <li>• Manage platform of CS' enhancement program; for example, to encourage UNM CS to look externally for growth &amp; exchange of ideas with other University's CS and/or by being mentors in collaborative events with other UNM CS.</li> <li>• Provide opportunity towards students of clubs and societies to develop skills and knowledge.</li> <li>• Monitor development plan progress.</li> <li>• To evaluate and change development plan based on evaluation outcome from CS.</li> <li>• Advice and monitor succession plan of leadership handover.</li> </ul>
3.	<p><b>Ensure that CS finance transactions are up to date and accurate.</b></p> <ul style="list-style-type: none"> <li>• Update all societies' accounts when payments and deposits are made. This is to have access to balance status of CS on any date, before withdrawals approval to avoid deficit.</li> <li>• Monthly reminders emailed to societies Treasurers for submission of soft-copy accounts.</li> <li>• Reconcile accounts kept by the staff office with monthly ledger submitted by the finance office.</li> <li>• Any differences are to be resolved with CS / finance office within the set timeline.</li> </ul>
4.	<p><b>Provide analysis of CS financial sustainability semesterly to HOD.</b></p> <ul style="list-style-type: none"> <li>• Monitor financial status of CS balance and trend of expenses vs revenue</li> <li>• Ensure CS have sufficient (minimum) balance during annual handover</li> <li>• Set policy on minimum balance handover based on objective of CS, membership, expected activities.</li> </ul>
5.	<p><b>Plan and coordinate trainings for CS Executives</b></p> <ul style="list-style-type: none"> <li>• Create programs of awareness and understanding for CS Executives on the UNM Strategic Plan 2022-2026 and values.</li> <li>• Encourage and inculcate the importance of including UNM values into CS annual development plan and activities; so that none of its members and stakeholders are ignored equal treatment and opportunity.</li> <li>• Help the student leaders know the importance of these trainings for continuous improvement of processes and systems, procedures and policies for CS events.</li> <li>• It is important for their own development and understanding of working with the SA Executive, Student Council, SA staff and communication with each other and the University management and with other departments.</li> </ul>
6.	<p><b>Managing and guiding CS in keeping good records and reports of activities</b></p> <ul style="list-style-type: none"> <li>• Collation and documentation of clubs and societies, statistics, membership, and other required information for auditing both internally and externally such for SETARA, CSR and MB reports when required.</li> <li>• Coordinate with CS national affiliated organizations; any external collaboration of organizations on terms and conditions and official matters.</li> <li>• Use of SA Office digital signage publicity and advertisement of CS / Executives' events. This includes any request from other staff departments within UNM and events from external parties.</li> <li>• Work with Corporate Marketing on informing staff and students through various platforms of communication on events organized by CS</li> </ul>



**Specific roles:**

No.	Main Responsibilities
7.	<p><b>Liaison for between CS with suppliers, vendors, and sponsors with UNM respective departments</b></p> <ul style="list-style-type: none"><li>• Oversee and monitor any agreement and requirements of suppliers/vendors/sponsors with Clubs and Societies, with Security, Health &amp; Safety, Estates, Governance (if required) and finance office for smooth conduct of these events.</li><li>• Verify business status of suppliers/vendors/sponsors are accurate with government agencies.</li><li>• To keep soft copy record and archive all related documents for future reference.</li></ul>
8.	<p><b>Facilities management</b></p> <ul style="list-style-type: none"><li>• Monitor and troubleshoot support facilities of SA office and space are in good working condition to support provision of customer service.</li><li>• Regular checking on defects (leaking), vandalism, and concerns arising to do with support facilities and to bring issues to the relevant department for follow-up.</li><li>• With support from SA staff colleagues; to assist in monitoring usage of loan SA equipment and assets. This includes management of any items used by CS, SA Executives, and Student Council for their events.</li></ul>
9.	<p><b>Online forms under SA SharePoint are to be monitored and updated according to changes of policies and criteria of data collection and flow of approvals.</b></p> <ul style="list-style-type: none"><li>• When new SA Executive, CS Executive are elected annually or interim changes of executives.</li><li>• Introduction of new forms.</li><li>• Provide training to stakeholders of the forms.</li><li>• Receive feedback from stakeholders on the user-friendliness of the new processes and review for changes with IT support when necessary.</li></ul>
10.	<p><b>Assisting, co-ordinating and working together with other colleagues as a team for the following events:</b></p> <ol style="list-style-type: none"><li>i. Clubs and Societies Fair</li><li>ii. Fresher's Week</li><li>iii. Registration</li><li>iv. Open day (collaboration with UNM Corporate Marketing Dept)</li><li>v. New student's induction</li><li>vi. Any other ad-hoc events or external invites that may come along according to the department or University needs from time to time</li></ol>



**Job Requirements:**

<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
Qualifications/ Education	Degree in any field or its equivalent	Degree in any business-related field or its equivalent
Knowledge and Skills	<ul style="list-style-type: none"> <li>• Ability in using the Internet, social media such as WhatsApp, FB, IG, and MS Teams for communication and research / information collation</li> <li>• Good knowledge of Microsoft 365 and Office software, (MS Word, MS Excel, and MS Power Point) to be applied in information sourcing and producing reports and proposal.</li> <li>• Strong understanding of interpersonal and intercultural communication and able to articulate ideas.</li> <li>• Good command of written and spoken English &amp; Bahasa Malaysia</li> <li>• Ability to multi-task and prioritise tasks Good time management skills and meeting deadlines.</li> <li>• Basic to intermediate knoweldge in accounting and budgeting</li> <li>• Initiative / proactive and understanding negotiation for positive outcomes</li> <li>• Able to lead meetings and discussions with staff and students productively</li> </ul>	<ul style="list-style-type: none"> <li>• First-Aid Certified</li> </ul>
Working Experience	At least five years working experience in an institution of higher learning specifically in non-sports students' events management and students' services; attached with the Students' Affairs and/or Student Experience Department. Experience in collaborating with different levels of students and with other related organizations.	
Character Attributes	<ul style="list-style-type: none"> <li>• Confident, with pleasant personality, team player and customer friendly.</li> <li>• Motivator with a positive outlook</li> <li>• Patient and understanding of students' needs and behavior</li> <li>• Passionate to guide young people in developing leadership, social and soft skills towards achieving their fullest potential.</li> <li>• Able to interact with the younger generation, in a diverse and international work environment of students and staff</li> <li>• Professional and ethical in staff-student communication and understanding the boundaries of this relationship</li> </ul>	



**Job Requirements:**

<p>Others: Rotational weekday shift duty work and Saturday duty / ad-hoc extended hours</p>	<ul style="list-style-type: none"><li>• To support 5-weekday duties on weekly rotation from 12.30pm-9pm.</li><li>• One Saturday per month: 9am-1pm (Depending on the number of Saturdays per month, staff may require working two Saturdays in a month).</li><li>• As and when necessary: there is requirement of working extended office hours to monitor evening events and set-up by suppliers etc.</li><li>• As and when needed for university or departmental events such as Open Days, Graduation (may include Sundays)</li></ul> <p><b><i>Important:</i></b> The job roles and requirements as stated in the job description and various rotational shift duties' work hours may change at any time during a staff's tenure according to demands of the Students' Association Office and strategic direction of UNM.</p>
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