

Assistant Director, Office of SITizen Experience
Singapore Institute of Technology

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Posted Jan. 20, 2025, set to expire Jul. 5, 2025

Job Title Assistant Director, Office of SITizen Experience
Department Office of SITizen Experience
Institution Singapore Institute of Technology
Singapore, , Singapore

Date Posted Jan. 20, 2025

Application Deadline Open until filled

Position Start Date Available immediately

Job Categories Associate/Assistant Director

Academic Field(s) Administration - Academic Unit

Job Website <https://careers.singaporetech.edu.sg/cw/en/job/498837/assistant-director-office-of-sitizen-experience>

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Job Description

Assistant Director, Office of SITizen Experience

Job no: 498837

Department: Office of SITizen Experience

Contract type: Permanent, Contract

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The Office of SITizen Experience (OSE) is seeking a creative, versatile and highly motivated individual who thrives in dynamic, fast-paced environments to serve as the Team Lead for two functional areas or

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“Pillars”, namely SITizen Services and Leadership Development. Reporting to the Deputy Director of OSE, the Assistant Director is an experienced student affairs generalist with a diverse and varied portfolio of experiences related to student engagement, student leadership development and student support services. The Assistant Director must be able to execute data-driven strategic initiatives in line with the university’s mission and annual/long-term workplan.

The **SITizen Services (SS) Pillar** is responsible for the coordination, delivery, quality management and development of strategies for continuous improvement of student and alumni services for a positive experience for all SITizens (SIT students and alumni). The role will involve engaging other stakeholders across the university including student representatives to transit from the current decentralised approach for service delivery of student/alumni services to reimagining and delivering a seamless service experience for SITizens. This would require having a complete understanding of the student experience using service design, design thinking, process improvement and change management.

The **Leadership Development (LD) Pillar** is responsible for developing and implementing a comprehensive student leadership programme including advising student leadership teams and mentoring students throughout the year. The role will work with a small team in planning and delivering various leadership development initiatives for students in SIT, such as the annual calendar of leadership workshops, module development for co-curricular leadership development and signature programmes such as SITizen Ambassadors and SIT Vanguarders. The role will also support the daily operations of the division, including project management, student development and partnership management.

Key Responsibilities

1. Management and Division Support

- a. Oversee daily administration and operational matters for both LD and SS Pillars to ensure timely and quality delivery, including budget management, procurement, data collection & analysis and report preparation.
- b. Provide leadership and guidance to staff in the SS and LD teams, honing their mentoring and coaching skills through identifying suitable training courses and creating opportunities for student engagement and development.
- c. Develop and execute strategies to achieve university objectives in student experience and service delivery through continuous review and enhancement of LD and SS Pillar operations.
- d. Support policy development and compliance to strengthen process effectiveness and

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service consistency.

e. Support Division-wide or cross-Pillar initiatives and other ad hoc projects as required.

2. Leadership Development Pillar

- a. Plan and craft leadership development programmes, including programme design, execution and evaluation to ensure optimal student engagement, experience and learning.
- b. Ensure smooth execution of key Pillar events and activities including outreach, recruitment, training workshops.
- c. Recruit, train, deploy and advise student leaders on all matters related to co-curricular activities and university representation where applicable.

3. SITizen Services Pillar

- a. Strategize and drive service design and process improvement/redesign for a seamless service experience for students and alumni.
- b. Define service experience quality standards based on relevant industry benchmarking.
- c. Develop and maintain the service quality management framework through data collection and analysis and regular audits.
- d. Project management including coordination and analysis needed to ensure high quality project implementation and delivery.
- e. Oversee administration and delivery of Divisional operations and student support services.

Key Requirements

- Minimum Bachelor's degree, in Business, Education, Adult Education, a Social Science discipline or other relevant disciplines.
- 8-10yrs work experience, comprising 3-5yrs in student support or leadership training and programme development in higher education, with at least 2 years in managing teams and strategy.
- Demonstrated leadership, organizational, interpersonal and communication skills with stakeholder management sensibilities.
- Excellent presentation, interpersonal and written communication skills to establish a collaborative working relationship with a wide variety of students, staff and administrators.
- The ability and willingness to work evenings and/or weekends to accommodate the activities related to job responsibilities.
- Experience with Service Design, Process Improvement, User Experience Design and Change Management will be added advantage.

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Advertised: 15 Jan 2025 Singapore Standard Time

Applications close:

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30 Apr 2025 Singapore Standard Time

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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