

Position Description

1. **Title:** Student and Academic Services Officer

2. **Reporting Line Manager and Division**

Division:	University Partnership Australasia
Reports to:	WSUIC Academic Director
Version control:	July 2025

3. **Overview and Objectives of the Position:**

The Student and Academic Services Officer provides high-level administrative support to the Academic Director and the academic team in the delivery of academic programs. The role contributes to the efficient management of academic processes including governance support, academic misconduct, student-at-risk procedures, timetable coordination, learning guide administration, and database reporting. The Officer ensures that student and academic administrative operations are executed effectively, accurately, and in a timely manner, thereby supporting a positive learning and teaching environment..

4. **Key Relationships:**

Academic Director (direct report)
 Course and program convenors
 Student Services team
 Sessional Teaching Staffs
 WSUIC Students

5. **Responsibilities and Duties:**

The Student and Academic Services Officer (Full-Time, Continuing) provides comprehensive administrative and academic support to ensure the smooth operation of academic governance, student services, and compliance processes. Based at Western Sydney University International College, Parramatta, the role involves assisting the Academic Director and Course Convenors with academic processes including misconduct management, student-at-risk tracking, timetabling, learning guide management, and examination coordination. The officer also supports the reception function, handles student enquiries, enrolment variations, student engagement, and manages welfare arrangements for under-18 students. Strong collaboration with internal teams, meticulous record keeping, and timely communication are essential components of the role. Detailed description below:

Academic Support

- Assist the Academic Director in academic governance processes, including preparing agendas, collating documentation, recording meeting minutes, and coordinating sub-committee meetings.
- Support the Academic Director and Convenors in managing academic misconduct processes.

- Maintain an accurate and confidential Academic Misconduct Register, Special Consideration Register etc.
- Coordinate student-at-risk interviews in collaboration with Course Convenors.
- Maintain detailed records and registers for student interventions and follow-up actions.
- Assist Course Convenors in preparing and updating teaching and exam timetables.
- Upload and update Learning Guides on Moodle, ensuring alignment with approved unit outlines.
- Manage rollovers of academic systems and Moodle sites at the end of each teaching session in consultation with Convenors.
- Assist in the preparation and coordination of internal and external academic reports.
- Maintain the currency and accuracy of procedures manuals for academic processes.
- Collaborate effectively with the Student Services team and other stakeholders.
- Administer examination process including management of invigilators.
- Undertake additional administrative tasks or responsibilities as required by the Academic Director.

General administration and Student Support

- Provide high quality support for the College/Campus reception including responding to telephone, email and in-person enquiries on a range of student related matters.
- Assist in Publication of grades and print outs of transcripts and testamur.
- Assist in organising student engagement activities.
- Monitor the welfare and safety arrangements of Under 18 students in accordance with relevant legislation.
- Maintain and manage updates and rollover of documents on the Student Portal.
- Process students' variations to enrolment and maintain accuracy of CoEs.
- Process requests for enrolment variations, deferral, withdrawal in accordance with policies.
- Manage administration and reporting of student and graduate satisfaction surveys and course and teaching evaluations.
- Other duties as required.

6. Selection Criteria and Qualifications

Essential:

1. Tertiary qualification or administrative experience in an education environment.
2. Demonstrated proficiency in using student management and learning systems (e.g. Moodle, Navigate, Banner) and Microsoft Office, especially Excel.
3. Ability to manage competing priorities and meet deadlines in a fast-paced academic environment.
4. High level of attention to detail and accuracy, particularly when handling data across multiple systems.
5. Strong interpersonal skills and the ability to build positive working relationships with staffs, students, and colleagues.
6. Ability to work independently and exercise sound judgment in resolving routine issues.
7. Demonstrated commitment to the values of education and student success.
8. Excellent verbal and written communication skills.

Desirable:

9. Previous experience using Navigate and Moodle systems
10. Prior experience working in the Higher Education sector.

7. Key Result Areas:

- Accurate and timely delivery of governance, academic misconduct, and student-at-risk processes, including documentation, registers, and coordination.
- Effective preparation and maintenance of teaching timetables and timely uploading of compliant learning guides to Moodle.
- Efficient handling of academic system rollovers, database updates, and reporting in collaboration with relevant stakeholders.
- Proactive support to academic leadership fostering effective communication and service delivery.
- High standards of attention to detail, data integrity, and adherence to institutional procedures and timelines.