

POSITION DESCRIPTION



Business Operations Coordinator (Transport and Parking)



POSITION DETAILS

Position Title	Business Operations Coordinator (Transport and Parking)
Classification	HEW 7
Position Number	7009987
School/Office	Office of Property and Commercial
Division	Division of Operations

POSITION PURPOSE

The Business Operations Coordinator (Transport and Parking) provides high-level operational, administrative and strategic support to the Director, Safety and Campus Delivery. The role enables the effective management of campus mobility, transport services, parking operations, and supporting systems that underpin safe, efficient campus access across the University.

The position manages a range of functions including fleet management, parking compliance, shuttle bus programs, contractor coordination, financial and procurement support, reporting, stakeholder engagement, and contributing to operational and strategic projects that improve the transport and access experience for students, staff and visitors.

KEY ACCOUNTABILITIES

1. Manage financial administration for transport, parking and mobility operations, including expenditure monitoring, forecasting, variance analysis and report preparation for the Director.
2. Support procurement processes by developing specifications, preparing documentation, assisting with tenders, reviewing contract variations and monitoring supplier performance.
3. Coordinate operational delivery of parking management, parking compliance and shuttle bus services in line with university policies, service standards and budget requirements.
4. Administer and oversee the SEINS parking compliance system to ensure accurate processing, reporting and effective infringement management.
5. Prepare and coordinate correspondence, reports, briefings and submissions relating to transport, parking and mobility matters.
6. Contribute to projects and initiatives that enhance mobility, transport planning, access, parking experience, traffic flow and campus safety.
7. Manage stakeholder, vendor and service provider relationships, including contract oversight, event and engagement activities, secretariat support for key meetings, maintaining regulatory knowledge and supervising assigned staff.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential

- Tertiary qualifications and/or recognised industry training in logistics, transport, business, planning or a related field.
- Demonstrated experience in transport planning, parking administration, logistics or mobility-related operations.
- Strong financial and procurement capability, including budgeting, forecasting, tender participation and contract oversight.
- High-level written and verbal communication skills, with experience preparing reports, briefings and correspondence.
- Demonstrated ability to work autonomously, manage competing priorities and maintain confidentiality.
- Strong stakeholder engagement and relationship management skills, including experience liaising with government agencies, vendors and internal clients.
- High-level digital literacy including MS365, data systems and database management.

Desirable

- Experience in project coordination or participation in multidisciplinary project teams.
- Experience with SEINS or similar enforcement/compliance systems.

KEY RELATIONSHIPS

- **This position reports to:** Director, Safety and Campus Delivery
- **This position supervises:** 1 x Administrative Assistant – Parking and Transport Systems (HEW 4)
- **Key internal relationships:**
 - Campus Safety & Security
 - Facilities and campus operations teams
 - Finance and Procurement
 - Campus Planning and Property teams
 - Senior staff and wider university community
- **Key external relationships:**
 - Shuttle Bus providers
 - Transport for NSW
 - Fleet Management providers
 - Parking compliance vendors
 - Local transport operators and industry groups

CHALLENGES

- Delivering high-quality outcomes with minimal supervision while the Director manages significant external commitments.
- Managing complex transport, mobility, and parking operations across multi-campus environments with varying demand profiles.
- Coordinating internal and external stakeholders during operational peaks or periods of change.
- Ensuring contract compliance and service continuity in an environment of shifting needs and expectations.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: Lead People & Culture Partner as minor changes

Date: 05/03/2026