

# POSITION DESCRIPTION

## Manager, Administration Support



### POSITION DETAILS

<b>Position Title</b>	Manager, Administration Support
<b>Position Number</b>	7009911
<b>Directorate</b>	Student Success
<b>Classification</b>	Professional Employee – Level 8
<b>Location</b>	Parramatta City – IPSQ Campus

### POSITION PURPOSE

The Manager, Administration Support oversees and provides leadership to the administrative support functions that support all Directorates within The College, including timetabling coordination, program administration coordination and generalist administrative support services. A key function of the role is to advise the Director, Student Success on all matters pertaining to administrative business processes, policies and operations.

### KEY ACCOUNTABILITIES

The following are the key accountabilities of the position:

- Provide operational leadership and supervision to administrative staff with a diverse range of administrative responsibilities, ensuring the operations of administrative staff are student-centred, quality focused and meet the needs of the diverse business units (including but not limited to English Language, Diploma and Undergraduate Preparation, Product, Office of the Deputy CEO, Office of the CEO and Office of the Executive Director, Strategy and Planning).
- Evaluate and refine administrative processes including designing and developing new administrative processes and procedures.
- Ensure timely and quality provision of administrative support services to relevant directorates across The College.
- Support the Director, Student Success in budgeting, planning and workforce management.
- Undertake research and data analysis and prepare reports on a wide range of matters to support the operations of the Support Services Directorate.
- Represent the Student Success Directorate on working parties and advocate for the interests of The College.
- Undertake a range of planning tasks associated with business and education support.
- Act as the point of contact for administration enquiries from within and outside The College, providing high level advice regarding both business and education related administrative processes.

- Oversee the administrative support provided to the Diploma, English Language, Skilling Programs and other Directorates, ensuring that teaching staff are provided with appropriate administrative support.
- Develop, coordinate, implement and manage a wide range of administrative tasks related to student and corporate administration and associated support.
- Undertake other associated duties (commensurate with the level of this position) as reasonably required from time to time.

## **QUALIFICATIONS, EXPERIENCE AND SKILLS**

The following qualifications, experience and skills are required to perform the key accountabilities of the position:

- Completion of an undergraduate degree and demonstrated extensive management experience, or an equivalent combination of relevant experience and/or education/training.
- Demonstrated leadership expertise including the ability to lead, motivate, coach and manage individuals and teams to deliver high quality services and support with a strong student focus in a fast paced and diverse environment.
- Demonstrated ability to plan workflow and work under pressure to meet competing deadlines.
- Demonstrated ability to take initiative and adopt a proactive approach to problem-solving.
- Demonstrated ability to influence, act independently, exercise a high level of initiative, critically evaluate systems and processes and contribute new ideas and solutions at a strategic and operational level for the ongoing improvement of services.
- High level of organisational capability, including the ability to establish and maintain effective systems, procedures and processes and manage competing demands and deadlines without compromising quality.
- High level of communication and interpersonal skills, including the ability to consult and collaborate with diverse groups.
- Demonstrated ability to analyse and present information and produce evidence based high quality reports, submissions and other documents.
- The ability to manage and lead change.
- It is a mandatory requirement for any incumbent of this position to have a current NSW employee Working with Children Clearance (WWCC) in accordance with the NSW Child Protection (Working with Children) Act 2012.

## **CONSTRAINT/AUTHORITY LEVEL**

The position operates in accordance with The College policies and the requirements of relevant legislation, awards and agreements. The position operates under the broad direction of the Director, Student Success.

## **KEY RELATIONSHIPS**

This position reports to the Director, Student Success.

This position supervises the following roles:

- Timetable Officer
- Support Service Officers

Success in the role will depend on developing and maintaining positive relationships with:

- Director, Student Success
- The College Senior managers across all business units
- Director, Academic Pathways Program
- Associate Director, Learning and Teaching Delivery
- Manager, Student Engagement
- Manager, Course Governance and Support
- Western Sydney University Colleagues across a range of business units including Data Integrity, Quality and Operations

## CHALLENGES

The following are the key challenges of the position:

- Working with a variety of staff members in a busy educational environment.
- Building a cohesive administration team providing services to staff across multiple campuses.
- Managing resources, including people, in an agile environment.
- Managing multiple duties and tasks during peak periods with short challenging timelines.
- Leading and working with an administrative team with diverse responsibilities.
- Understanding of the legislative and compliance environment in which the College operates.
- The need to meet prescribed outcomes within a limited timeframe.

## THE COLLEGE EXPECTATIONS

The College expects that all employees are aware of, and comply with legislation and The College'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.

Given the multi-campus responsibility associated with this role, the position is required to travel across all College campuses frequently. This is an inherent requirement of the role.

**Approved By** Joel Walker

**Date** 10 November 2025