

# POSITION DESCRIPTION



## Project Officer

### Student Surveys

#### POSITION DETAILS

Position Title	Project Officer, Student Surveys
Classification	HEW Level 7
Position Number	7016276
School/Office	Office of Learning and Teaching
Division	Division of Education and Students

#### POSITION PURPOSE

The Project Officer (Student Surveys) is responsible for supporting the coordination and implementation of a range of initiatives associated with the refresh of Student Feedback Surveys (learning and teaching) at the university. These surveys are a core part of supporting the university to improve teaching quality and students' learning experiences.

The role supports a wide range of stakeholders to engage with the Student Feedback Surveys renewal, including but not limited to academic teaching staff, professional staff, students, educational developers and learning designers. Located in the Professional Development Leadership (PDL) team in Learning and Teaching, the Project Officer will be expected to work across teams within and beyond the DVC Education & Students Division to ensure project deliverables are met.

In addition, the incumbent will be required to develop high quality and impactful resources and artefacts that are relevant to, communicate, and are used by multiple audiences engaged with Student Surveys across the university.

#### KEY ACCOUNTABILITIES

1. Manage and document workflows to ensure timely delivery of Student Survey initiatives.
2. Develop and maintain stakeholder relationships with relevant internal teams and external partners.
3. Design, curate, implement and evaluate initiatives to support staff and student engagement with a refreshed suite of Student Surveys.
4. Ensure that the processes and outcomes of the Student Surveys refresh are connected to the PDL team's priorities.
5. Based on multiple sources of feedback and data provide insights and recommendations that improve the coordination and implementation of Student Survey initiatives.
6. Ensure compliance with university policies and legislative requirements in all service delivery

activities.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

1. A relevant degree and/or equivalent professional training and experience in a large and complex organisation.
2. Demonstrated organisational, administrative and time management skills with the proven ability to research issues and undertake projects, work collaboratively as a team member, and independently as required.
3. Demonstrated high level analytical and problem-solving skills including an established record of providing advice based on independent research.
4. Demonstrated experience in communicating effectively with and to, university communities (staff and/or students).
5. Demonstrated high level of oral and interpersonal skills, including the capability to liaise effectively with senior staff and others at all levels within the organisation and to establish effective professional relationships.

## KEY RELATIONSHIPS

The Project Officer is responsible for supporting the development and implementation of a range of initiatives being carried out as part of the refresh of the university's Student Feedback Surveys. This will be done under the broad direction and supervision of the Professional Development, Lead, in the Learning and Teaching team.

The Project Officer will support a range of stakeholders – teaching staff, professional and technical staff, learning designers and educational advisors - to engage with a renewal process. The Project Officer will often work across teams within the DVC Education & Students Division to ensure project deliverables are met.

## CHALLENGES

- Navigating competing priorities across multiple stakeholder groups while maintaining service quality.
- Responding to evolving institutional expectations in a complex learning and teaching environment.
- Ensuring compliance with complex and changing regulatory frameworks.
- Driving innovation in service delivery within constrained budgets and resources.

## 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](#);
- [Western Sydney University Professional Staff Agreement 2022](#);
- [Western Sydney University Academic Staff Agreement 2022](#);
- Anti-Discrimination principles, Equal Employment Opportunity and staff and student equity.

**Approved by: Office for People**

**Date: 27/03/2026**