

POSITION DESCRIPTION



WESTERN SYDNEY
UNIVERSITY

Project Support Officer



POSITION DETAILS

Position Title	Project Support Officer
Classification	Level 6
Position Number	7006183
School/Office	Whitlam Institute
Division	Faculty of Social Science, Arts, Business, Education and Law (SABEL)

POSITION PURPOSE

The Project Support Officer provides operational and project support to the Whitlam Institute's teams. The position will primarily provide support for teams through project management of various Whitlam Institute activities and coordination of promotional and communication plans including campaigns incorporating email marketing, print and digital. A key function will be project management and delivery support for major events. Reporting to the Manager of the Whitlam Institute, this position is based at the Parramatta South Campus.

KEY ACCOUNTABILITIES

- 1. Flexible cross-Whitlam Institute project and operational support**
Provide responsive, hands-on support to Whitlam Institute staff in the area of greatest need at any given time, undertaking projects and tasks as allocated by the Manager, Whitlam Institute - spanning events, engagement, marketing, research initiatives, exhibitions, and office and technology advancement.
- 2. Communications, marketing and promotion**
Assist team to prepare and execute promotion, marketing, events and communication plans and activities, including content production, preparation of invitation lists, sourcing of promotional materials, and assistance with delivery of communications across online, print, media and face-to-face channels.
- 3. Research, grants and philanthropic activities**
Assist with preparation of grants applications, insights reports and engagement plans with internal and external stakeholders and philanthropic activities.
- 4. Events and exhibitions delivery**
Provide practical, hands-on support for the planning, coordination and delivery of the Whitlam Institute's events and exhibitions, including logistics, set-up, stakeholder engagement activities and on-the-day support.

5. Project support of selected programs

Support delivery of selected programs across the Whitlam Institute's teams - coordinating timelines, deliverables, budgets and stakeholders.

6. Website, CRM and digital systems

Support the day-to-day operational requirements of the Whitlam Institute's communications channels, website, CRM and publications, maintaining accurate records and contributing to continuous improvement of related processes.

7. Provide relief for Visitors Service Desk

Provide reception and front-of-house relief at the Visitors Service Desk as required, welcoming and assisting visitors, responding to enquiries, and supporting the smooth day-to-day operation of the Whitlam Institute's public-facing services.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. It is a mandatory requirement for any incumbent of this position to hold a current NSW Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012 (NSW).
2. Tertiary qualifications in a relevant discipline, and/or an equivalent combination of relevant experience and training in project support, marketing, communications, events delivery, research projects or administration.
3. Proven high-level administrative, organisational and project-coordination skills, including the ability to coordinate program or project deliverables, timelines and budgets, manage competing priorities, and meet tight deadlines with a high degree of independence.
4. Demonstrated ability to support the coordination and delivery of communications, marketing and engagement activities across online, print, media and face-to-face channels, including content production and email marketing campaigns.
5. Demonstrated experience supporting the planning, coordination and delivery of events and/or exhibitions, including logistics, set-up, on-the-day support and stakeholder engagement.
6. Strong computer skills, including demonstrated experience using content management systems (preferably WordPress), CRM systems, social media and email marketing platforms, and the ability to extract, maintain and report data to support engagement, research and reporting activities.
7. High-level interpersonal, verbal and written communication skills, including a customer-focused approach to assisting visitors and members of the public, the ability to liaise professionally with internal and external stakeholders, exercise initiative and discretion, and maintain confidentiality.
8. Demonstrated ability to work flexibly and collaboratively as part of a small team, adapting to shifting priorities and areas of greatest need.

Desirable:

9. Experience assisting with grant applications, philanthropic activities, reporting or the preparation of insights/analysis for internal and external stakeholders.

KEY RELATIONSHIPS

- **This position reports to:** Manager, Whitlam Institute

- **This position supervises:** n/a
- **Key internal relationships:**
 - Manager, Whitlam Institute
 - Director, Whitlam Institute
 - Whitlam Institute staff
 - Whitlam Institute Fellows and Volunteers
 - Staff across Western Sydney University
- **Key external relationships:**
 - Key Institute contacts, including donors, partner organisations and government representatives
 - Members of the Whitlam Institute Board
 - External suppliers, vendors and contractors (e.g. venues, printers, designers, digital/CRM providers)
 - Media representatives (as directed)
 - Members of the public and Whitlam Institute visitors

CHALLENGES

- To work across various events and program activities which range in scale and focus area
- Time management.
- Managing conflicting deadlines and priorities and demonstrating flexibility in completing day to day tasks in a very small team environment.
- To adhere to the relevant Policy Guidelines governing the Whitlam Institute including those set by Western Sydney University, as well as ethical boundaries and confidentiality.

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: People and Culture Business Partner

Date: 5 August 2026