

# POSITION DESCRIPTION

## Program Officer, Scholarships



### POSITION DETAILS

Position Title	Program Coordinator, Scholarships
Classification	HEW 7
Position Number	
School/Office	Student Success
Division	Education & Students

### POSITION PURPOSE

This position plays a critical role in supporting the delivery of the University's student scholarship program, with a particular focus on leading the assessment of applications for and payment of the Commonwealth Prac Payments (CPP). The role is responsible for the effective coordination of all aspects of the scholarship lifecycle—including applications, assessments, offers, payments, ongoing eligibility monitoring, and reporting.

The position maintains high-quality scholarship recipient records, ensures database integrity through routine quality assurance activities, and implements continuous improvements to streamline domestic scholarship administration. A strong commitment to delivering high-level service to internal and external stakeholders is essential, along with the ability to collaborate across teams to ensure alignment of scholarship timelines with broader university cycles.

The role also supports the evaluation and review of scholarship programs to enhance outcomes and operational excellence, and actively contributes to a community of practice that promotes best practice in scholarship administration.

### KEY ACCOUNTABILITIES

#### 1. Program Coordination and Advice

- Lead the administration of student support payments, including the assessment of
- applications, verification of eligibility, coordination of CPP disbursements, and case
- management of applications for extenuating circumstances.
- Provide expert advice to internal stakeholders on CPP processes, timelines, and system
- requirements.
- Ensure alignment of CPP administration with broader university and government

- policy requirements.
- 2. Records and Systems Management**
    - Maintain accurate and up-to-date student records across relevant databases and systems.
    - Coordinate data cleansing, auditing and quality assurance activities to ensure data integrity.
    - Support system readiness and ongoing development for CPP, including liaising with IT and data teams to uplift student experience and streamlining administrative activities.
  - 3. Service Delivery and Stakeholder Engagement**
    - Deliver high-quality, student-centred support, responding to enquiries and escalating complex issues as needed.
    - Build and maintain effective relationships with key stakeholders, including academic units, placement offices, and external partners.
    - Represent the scholarship team in meetings and working groups related to CPP and broader financial support initiatives.
  - 4. Communication and Reporting**
    - Draft internal briefings, student communications, and operational updates to support CPP delivery.
    - Prepare reports and insights to inform decision-making, project updates, and evaluation activities.
    - Coordinate reporting with the Department of Education for CPP.
    - Collaborate with communications and project teams to support awareness campaigns and stakeholder engagement.
  - 5. Process Improvement and Compliance**
    - Implement and review streamlined administrative processes to improve efficiency and compliance.
    - Monitor ongoing student eligibility and work with teams to ensure payment conditions are met.
    - Support the development of internal controls and risk mitigation strategies, including payment recovery where required.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Scholarship and Payment Administration – Proven ability to manage end-to-end scholarship and financial support programs, including applications, assessments, eligibility checks, payments, and ongoing compliance.
2. Data Integrity and Systems Management – Strong skills in maintaining accurate student records, using data systems effectively, and conducting quality assurance activities such as data cleansing and validation.
3. Stakeholder Engagement – Demonstrated experience building and maintaining productive relationships with internal and external stakeholders, including faculties, placement teams, and government agencies.
4. Process Improvement and Program Evaluation – Capacity to review, evaluate, and improve scholarship processes to ensure effectiveness, efficiency, and alignment with strategic priorities.
5. Communication and Client Service – High-level written and verbal communication skills, with a strong focus on delivering professional, timely, and student-centred service.
6. Project Coordination and Planning – Ability to manage timelines, coordinate multiple deliverables, and support the alignment of scholarship cycles with broader university activities.

7. Policy and Compliance Awareness – Understanding of relevant government guidelines and institutional policies governing student payments and financial support programs.
8. Analytical and Reporting Skills – Competence in interpreting data, preparing reports, and providing insights to inform decision-making and future planning.

## KEY RELATIONSHIPS

This position reports to Associate Director, Strategic Student Initiatives.

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

- Pro Vice-Chancellor, Student Success
- Director, Data Integrity, Quality & Operations and Registrar
- Associate Director, Strategic Student Initiatives
- Associate Director, Student Administration
- Office of the Deputy Vice-Chancellor, Education and Students
- Students
- Professional and support colleagues within Schools and the University

## CHALLENGES

- Navigating competing priorities across multiple stakeholder groups while maintaining service quality.
- Responding to evolving student needs and expectations in a hybrid learning 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
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

**Approved by:**

**Date:**