

# POSITION DESCRIPTION



## Operations Officer

### POSITION DETAILS

Position Title	Operations Officer
Classification	HEW 5
Position Number	NEW
School/Office	Student Administration and Registrar's Office
Division	Division of Education and Students

### POSITION PURPOSE

The Operations Officer is part of a centrally managed team that delivers operational and administrative support services across Student Administration and Registrar's Office (SAR) functions. The role contributes to the consistent, accurate and timely delivery of student administration activities by applying established policies, procedure and service standards within defined operational frameworks.

Operating within a team-based and flexible service model, the Operations Officer is allocated work across functional or discipline areas in response to planned service demand and operational priorities, supporting workload balancing, service continuity and business-as-usual operations across the academic calendar. Deployment is undertaken under direction and within the scope of the role's classification, ensuring service requirements are met while maintaining role clarity and sustainable workloads.

The role supports day-to-day operational activities and contributes to the delivery of operational initiatives and projects by undertaking allocated tasks, maintaining accurate records, supporting documentation and knowledge management, and assisting with system, process and service improvements as directed.

Reporting to the Registrar Operations Manager, with day-to-day guidance provided through relevant functional or discipline leads, the Operations Officer works collaboratively with internal stakeholders to support efficient service delivery and a positive student experience. Through a focus on accuracy, responsiveness and continuous improvement, the role contributes to the effective functioning of the Registrar's portfolio and the reliable delivery of student administration services.

## KEY ACCOUNTABILITIES

1. **Operational Support and Team-Based Delivery** - Provide responsive operational support as directed, contributing to the coordination and delivery of day-to-day activities that enable efficient and consistent service delivery. Support shared workloads, adapt to changing operational priorities and assist with service and project delivery as required, ensuring tasks are completed accurately and within agreed timeframes.
2. **Stakeholder Engagement and Service Support** - Work collaboratively with internal and external stakeholders to support coordinated, high-quality service delivery. Provide clear, timely and professional communication, respond to enquiries within agreed service standards, and support positive working relationships that contribute to an effective student and staff experience.
3. **Records Administration and Data Integrity** - Contribute to the accurate and timely administration of records within assigned operational areas by processing tasks in accordance with University policy, regulatory requirements and local procedures. Work collaboratively with team members and relevant stakeholders to identify, review and rectify data issues, supporting the integrity, consistency and reliability of records.
4. **Documentation, Communications and Knowledge Sharing** - Contribute to the development, maintenance and improvement of operational documentation, including internal procedures, guidance materials, web content and standard communications. Work with colleagues to ensure information is accurate, current and accessible, supporting consistent practices, effective knowledge sharing and a clear service experience for students and staff.
5. **Compliance, Reporting and Continuous Improvement** - Support reporting, auditing and compliance activities by contributing accurate information and assisting with system maintenance, testing and updates as required. Actively participate in identifying process improvements, sharing feedback and suggestions within the team, and supporting the implementation of agreed service enhancements and operational initiatives.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

- **Relevant qualification** – or equivalent combination of education, training and experience.
- **Record management and administrative experience** - experience administering records and/or delivering operational and administrative support, including working with established policies, procedures and regulatory requirements in a high-volume, service-oriented environment.
- **Data accuracy, compliance and attention to detail** - demonstrated high level of attention to detail, with proven ability to maintain accurate records, identify and rectify data issues and ensure compliance with policies, legislation and procedural requirements.
- **Communication and interpersonal skills** - well-developed written and verbal communication skills, with the ability to communicate clearly and professionally with a diverse range of internal and external stakeholders, including students and staff.
- **Workload management and organisational skills** - proven ability to manage competing priorities, organise work effectively and meet deadlines in a busy, deadline-driven environment, demonstrating sound judgement, initiative and a collaborative approach to team-based service delivery.
- **Demonstrated proficiency in a range of systems** - including Microsoft 365 applications and enterprise systems such as student management systems, workflow tools or CRM platforms.

## KEY RELATIONSHIPS

- **This position reports to:** Registrar Operations Manager
- **This position supervises:** Nil
- **Key internal relationships:**
  - Student Administration and Registrar's Office

- Faculties and Schools
- Student Success
- Learning and Teaching
- Quality and Integrity
- Property and Commercial
- Digital Services
- Finance Office
- People and Culture
- Project Management Office
- Marketing
- **Key external relationships:**
  - Students
  - Partner institutions
  - Third Party Providers
  - Regulatory and accrediting bodies
  - External vendors and suppliers

## CHALLENGES

- **Managing competing demands in a high-volume service environment.**
- Ensuring a **student-centric approach to record management** while adhering to University policy and regulatory obligations.
- Responding effectively and proactively to **evolving service needs and expectations.**
- Maintaining **knowledge currency of university and sector trends and developments,** in particular change to university policies amid frequent updates and reviews.
- **Contributing to continuous process improvement initiatives** which enhance the quality-of-service delivery while maintaining service delivery efficiency.
- **Rapidly pivoting priorities and acquiring new knowledge and skills** to effectively support different functional areas, systems, and projects as workforce needs shift, often requiring accelerated learning and confident application of unfamiliar policies, processes, and technologies.

## 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.
- Higher Education Standards Framework
- Higher Education Support Act
- Education for Overseas Students (ESOS) Framework

**Approved by: Office of People and Culture**

**Date: 15.05.2026**