

POSITION DESCRIPTION



Administration & Enquiry Officer

POSITION DETAILS

Position Title	Administration & Enquiry Officer (x 2)
Classification	HEW 4
Position Number	TBC
School/Office	Pay Confidence Program
Division	Division of the Chief Operating Officer

POSITION PURPOSE

The Administration Officer provides efficient and professional administrative support to ensure smooth day-to-day operations within the team. This role is responsible for managing schedules, coordinating communications, and maintaining accurate records. It contributes to service delivery and operational efficiency by applying strong organisational skills, attention to detail, and proficiency in administrative systems.

KEY ACCOUNTABILITIES

- Deliver high-quality administrative support, including managing correspondence, scheduling meetings, and maintaining records.
- Communicate professionally with internal and external stakeholders via email, phone, and in person.
- Organise and prioritise tasks to meet deadlines and support team objectives.
- Prepare and process documentation accurately, ensuring compliance with university procedures.
- Use Microsoft Office and other administrative systems to produce reports, maintain databases, and manage information.
- Assist with general office coordination, including supplies, filing, and responding to inquiries.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Completion of a relevant certificate or equivalent administrative experience.
- Demonstrated ability to provide accurate and timely administrative support.
- Strong organisational and time management skills.
- Proficiency in Microsoft Office and administrative systems.
- Effective written and verbal communication skills.

KEY RELATIONSHIPS

Identify the role's reporting line and any supervisory responsibilities. Then list the key internal and external stakeholders the role must engage with to be successful. Focus on relationships that are critical to delivering the key accountabilities.

- **This position reports to:** Senior Project Manager, Remediation
- **This position supervises:** NIL
- **Key internal relationships:**
Pay Confidence Program Staff,
Office For People,
Current Staff
- **Key external relationships:**
Service Providers,
Terminated Staff

CHALLENGES

- Managing competing priorities and deadlines in a busy environment.
- Maintaining accuracy and attention to detail under time constraints.
- Responding to diverse stakeholder needs promptly and professionally.
- Adapting to changes in processes and systems.

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: Matthew Bond

Date: 07/01/2026