

POSITION DESCRIPTION



Chief Operating Officer



POSITION DETAILS

Position Title	Chief Operating Officer
Position Number	New
School/Office	WSU India
Division	WSU India

POSITION PURPOSE

Western Sydney University is establishing its India campus in Noida as part of its global expansion and commitment to transnational education. The campus aims to deliver high-quality Australian education, strengthen Australia India collaboration, and build strong industry and academic partnerships. The WSU India campus builds on Western Sydney University's successful transnational education operations in Indonesia and Vietnam, applying proven governance, operational and partnership models.

The India campus will focus on:

- Delivering globally aligned academic programs
- Building strong student outcomes and employability pathways
- Driving research, innovation, and industry engagement
- Operating within a robust governance and compliance framework aligned to both Indian and Australian standards and regulatory environments.

KEY ACCOUNTABILITIES

The Chief Operating Officer (COO), Western Sydney University India, provides senior leadership for the University's India operations in country and plays a central role in shaping and delivering Western Sydney University's India campus strategy.

The role is responsible for translating strategic priorities into effective on ground execution across academic delivery, partnerships, marketing, student recruitment, government engagement, compliance, finance and campus operations at the India campus.

Working closely with the senior leadership in Australia, and Indian government stakeholders, the COO ensures the successful establishment, growth, and long-term sustainability of Western Sydney University's presence in India.

The position oversees institutional operations, strategic partnerships, and major initiatives, while ensuring regulatory compliance, operational excellence, and alignment with WSU's India objectives and One University philosophy.

- **Campus Operations and Services**
 - Develop and implement a comprehensive campus operations strategy aligned with the University's mission, strategic priorities, and India strategy, while ensuring compliance with all Indian legal and regulatory requirements.
 - Lead the execution of WSU's India business plan in support of long-term growth, bilateral objectives, and institutional priorities.
 - Provide overall leadership and management of the India campus, covering academic delivery support, finance, governance, HR, marketing, student services, IT, campus security, and external engagement, ensuring ethical decision making, responsible resource stewardship, and a safe, inclusive culture.
 - Ensure efficient and compliant delivery of recruitment, admissions, student finance, systems, and student experience services, supporting student recruitment and mobility objectives with quality, integrity, and regulatory compliance across all channels.
 - Support major institutional initiatives in India ensuring delivery against agreed milestones and budgets.
 - Oversee high profile events, delegations, alumni engagement, and stakeholder forums that strengthen Western Sydney University's reputation, visibility, and credibility in India and the region.
- **Government and External Engagement**
 - Manage relationships with central and state government bodies, regulators, accreditation agencies, and policy stakeholders to support compliance, approvals, and strategic initiatives.
- **Data, Performance, and Reporting**
 - Collect and analyse data related to campus operations to identify areas for improvement and implement data driven solutions.
 - Prepare and deliver strategic, operational, regulatory, risk, and performance reports for the India campus, including reports required by the University Executives, Board, governance committees, and external regulatory authorities such as the UGC, ensuring compliance with WSU's policies and Indian regulatory requirements.
- **People, Culture, and Student Experience**
 - Lead all in-country HR operations including recruitment of both professional and academic staff, onboarding, performance management, employee relations, local HR compliance and liaison with WSU HR.
 - Build, lead, and develop high performing teams and foster a welcoming and inclusive campus environment that provides a world class experience for students, faculty, staff, and visitors.
 - Lead workforce planning to ensure staffing requirements are aligned with approved budgets, business plans, and operational priorities.
- **Health, Safety and Wellbeing**
 - Manage relationships with the facilities management provider and landlord to ensure the campus is safe, well maintained, and compliant with all statutory and regulatory requirements.
 - Develop and monitor safety protocols, including emergency response and disaster preparedness.
 - Ensure robust security systems for students, staff, and visitors.

- **Human and Financial Resource Management**
 - Oversee the management of non-academic managers, professional staff, and operational staff to ensure efficient campus operations.
 - Develop, manage, and report on campus operating budgets, ensuring cost effectiveness, quality outcomes, and optimal resource utilisation.
 - Ensure the delivery of mandatory compliance training and adherence to Indian employment, tax, and regulatory requirements, in coordination with WSU Sydney.
- **Marketing and Recruitment**
 - Coordinate implementation of marketing and recruitment strategies in partnership with Global Marketing and Recruitment teams and deliver integrated One University marketing and recruitment efforts across India.
- **Environmental Sustainability**
 - In collaboration with Sustainability team, WSU Sydney, develop and implement sustainability initiatives to reduce WSU India's environmental footprint and advance the University's commitment to the United Nations Sustainable Development Goals.
 - Integrate sustainable practices into daily campus operations, waste management, and energy use.
- **Risk Management**
 - Implement the University's risk management framework at the India campus, develop and maintain the local risk register, coordinate with the University Risk Office, support business continuity planning, and ensure timely reporting and management of incidents.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Postgraduate qualifications in business, management, higher education, public administration, or a related discipline are highly desirable with substantial senior leadership experience in a complex organisation such as a university, government body, multinational organisation, or large not for profit entity, or an equivalent combination of education and experience.
- Demonstrated experience leading operation teams and establishing or managing international entities, campuses, joint ventures, or representative offices in India.
- Demonstrated knowledge and experience working with boards and successfully dealing with board matters of a reputable organisation, and/or formal governance training, are preferred.
- Excellent communication, stakeholder engagement, influencing, and advocacy skills, with the ability to represent the University at senior levels.
- Fluency in English, with working knowledge of Hindi preferred.
- Demonstrated commitment to health and safety responsibilities and alignment with Western Sydney University's values and ethical standards.
- Experience operating across Australian and Indian or other multinational regulatory environments.

ADDITIONAL RESPONSIBILITY

- Capacity to undertake regular domestic and international travel and to work outside standard business hours, including evenings and weekends, to support operations, partnerships, and senior stakeholder engagement as needed.
- Ability to meet pre-employment and ongoing screening requirements, including local equivalents of police, background, and right to work checks, in Australia and India, as required

- by the University.
- Undertake other duties as required to support campus efficiency, operational effectiveness, and the successful delivery of Western Sydney University's strategic objectives in India, consistent with the scope and seniority of the role.

KEY RELATIONSHIPS

- **Key internal relationships:**
 - Provost
 - Pro Vice-Chancellor, Global Partnerships and Transnational Education
 - Director Global Initiatives and Engagement
 - WSU Sydney Management
 - Board of Directors and Advisory Committees
 - Office of General Counsel, WSU Sydney
 - Academic and Professional Staff
 - Partnerships and International Teams
 - Sydney Risk Management function
- **Key external relationships:**
 - Registrar of Companies (RoC) / Ministry of Corporate Affairs (MCA)
 - University Grants Commission (UGC), and accreditation bodies
 - SEBI, FEMA authorities, and other statutory regulators
 - External legal counsel, where applicable
 - External auditors and assurance providers
 - Government and regulatory agencies

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: Lead People & Culture Partner

Date: Aug 2026