

POSITION DESCRIPTION



Compliance Administration Officer



POSITION DETAILS

Position Title	Compliance Administration Officer
Classification	HEW 5
Position Number	7009950, 7010815, 7012885
School/Office	Placements Hub, Office of the PVC, Educational Partnerships & Quality
Division	Education and Students

POSITION PURPOSE

The Compliance Administration Officer will be responsible for assisting in the management of student compliance requirements and related data for the University, its students and placement organisations. The position will assist the Hub with administrative tasks such as compliance administration, database maintenance, advice and reporting.

This position will actively liaise with Schools, students, compliance agencies and other external stakeholders to ensure that placement policies and accreditation rules are complied with. This position will be responsible for assisting with compliance assessments and checks, and reporting student non-compliance to Schools. This position will be required to regularly work across campuses and occasionally outside of core hours.

KEY ACCOUNTABILITIES

1. Compliance Administration
 - Provide a broad range of administrative assistance to the Placements Hub, including student compliance requirements.
 - Execute various compliance requirement processes for a range of external placement providers, including NSW Health, and a range of identified agencies,
 - Student compliance issues are identified, captured and resolved (or escalated and triaged as necessary)
 - Communication and collaboration regarding triaging with stakeholders where required.
 - Complete a high volume and range of administrative tasks that require a very quick turnaround and response.
 - Regularly maintain user guides, instructions, procedures and templates.
 - A continuous improvement process is adopted, and recommendations made as appropriate.

2. Advice
 - Provide timely and accurate advice and support in relation to Placements Hub processes and enquiries, based on changes to compliance requirements, placement activities, and regulation and priority changes occurring across the University and in the sector.
 - Policy advice and interpretation is timely and accurate.
 - Exercise ownership, judgement and initiative in the management and resolution of cases and issues.
3. Stakeholder management
 - Ensure effective communication/feedback with stakeholders regarding student compliance.
 - Communication and advice to students and other stakeholders with queries in relation to bulk compliance / verification is clear, process driven, and timely.
 - Relationships with relevant stakeholders are built and maintained.
 - Stakeholder engagement and feedback is obtained, consolidated and reviewed to improve processes.
 - Liaise with Schools to gather required documentation and build positive working relationships.
4. Record Management and Reporting
 - Ensure accurate and efficient records management.
 - All electronic records are accurately maintained and recorded as per system and policy requirements in accordance with records management policies and relevant legislation.
 - Databases and systems are updated, maintained and purged.
 - Maintain proficiency in systems used to manage compliance, health records and related documentation.
 - Reports are developed and run as needed.
5. Other Duties
 - Assist in any other areas of the Placement Hub activities as may be necessary from time to time.
 - Assist with and organise student compliance related events and workshops, across all campuses.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. A tertiary qualification in health administration or relevant field and/or extensive experience in administration with health compliance.
2. Expertise in compliance management and adherence to policies, rules and regulations, preferably in a University or placement context.
3. High levels of oral, interpersonal and written communication skills with the ability to develop professional relationships and interact effectively with a range of University staff and external stakeholders.
4. Demonstrated competence and experience in the management of databases and systems, including the proven ability to use computerised desktop applications to extract, analyse and interpret data and report on results.
5. Demonstrated analytical and problem solving skills including the proven ability to think laterally and solve problems with an established record of exercising initiative and judgement to achieve effective outcomes.
6. Ability to maintain confidentiality and act with discretion, with demonstrated skills in conflict resolution.
7. Demonstrated high levels of organisational skills – ability to manage competing priorities and meet deadlines, with high levels of accuracy and attention to detail

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KEY RELATIONSHIPS

- This position reports to: Student Compliance Officer
- This position has no supervisory responsibilities.
- Success in the role will be dependent on developing and maintaining positive relationships with:
 - Head, Placements
 - Student Compliance Officer
 - Placement Hub Staff
 - Deans, School Managers, Directors of Academic Program, Directors of Professional Experience, Unit Coordinators, Other Academics and School Staff
 - Students
 - ITDS
 - RAMS
 - Government departments and agencies responsible for compliance requirements
 - Higher Education Sector stakeholders
 - NSW Local Health Districts
 - System Vendors

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: