

# POSITION DESCRIPTION



## Compliance Administration Officer

### POSITION DETAILS

Position Title	Compliance Administration Officer
Classification	HEW Level 5
Position Number	7009950, 7010815, 7012885
School/Office	Student Success
Division	Students and Education

### POSITION PURPOSE

The Compliance Administration Officer contributes to the effective administration of student compliance requirements across a broad range of placement providers. The role ensures the accurate processing, verification and maintenance of compliance documentation, supports high-volume workflows, and provides responsive, well-informed advice to students, Schools and external agencies. Using sound judgement and established procedures, the position helps safeguard the University's ability to place students with accredited partners by maintaining reliable compliance records, identifying and resolving compliance issues, supporting continuous improvement initiatives, and ensuring alignment with regulatory and provider-specific requirements.

### KEY ACCOUNTABILITIES

#### 1. Compliance Administration

- Process, verify and maintain student compliance documentation for multiple placement providers, ensuring accuracy, timeliness and adherence to provider and University requirements.
- Monitor, identify and resolve (or escalate) compliance issues to maintain student eligibility for placement.
- Maintain and update user guides, instructions, templates and procedural documentation to support consistent practice and continuous improvement.
- Manage a high volume of transactions with quick turnaround times while upholding data quality standards.

#### 2. Advice & Support

- Provide clear, accurate and timely advice to students, academic staff, Schools and stakeholders regarding compliance requirements, processes and changes.
- Interpret policies, placement rules and regulatory requirements, ensuring advice is reliable and

aligned with current standards.

- Exercise initiative and sound judgement in resolving complex or sensitive cases.

### **3. Stakeholder Engagement**

- Build and maintain effective working relationships with Schools, Local Health Districts, external agencies, system vendors and internal partners to support smooth compliance workflows.
- Communicate proactively with stakeholders regarding bulk verifications, outstanding requirements, and documentation issues.
- Collect and review stakeholder feedback to identify opportunities for process enhancements.

### **4. Records Management & Reporting**

- Maintain accurate electronic records in accordance with University policies, records management legislation and provider requirements.
- Update and manage systems, databases and documentation; conduct data cleansing and ensure integrity of stored records.
- Prepare reports, data extracts and compliance insights as requested.

### **5. Other Duties**

- Support student compliance events, workshops and campus-based activities.
- Contribute to Placements Hub projects and initiatives, including quality improvements and system enhancements.

## **QUALIFICATIONS, EXPERIENCE AND SKILLS**

1. Tertiary qualification in health administration or related field **and/or** extensive experience supporting health-related compliance administration.
2. Demonstrated experience interpreting and applying compliance, policy or regulatory requirements (preferably in a University or placement context).
3. High-level written, interpersonal and verbal communication skills supporting effective engagement with diverse stakeholders.
4. Demonstrated competence using databases, information systems and reporting tools to extract, analyse and interpret data.
5. Strong organisational skills with the ability to manage competing priorities, meet deadlines and ensure accuracy.
6. Sound problem-solving skills, with the ability to exercise judgement, maintain confidentiality and manage sensitive issues.

## **KEY RELATIONSHIPS**

- **This position reports to:** Compliance and Agreements Coordinator
- **This position supervises:** Nil
- **Key internal relationships:**
  - Director, Employability and Graduate Futures Placements Hub staff
  - Deans, Faculty Placements, WIL/Industry Liaison Managers, School Managers, DAPs, Unit Coordinators
  - Students
  - ITDS and RAMS
- **Key external relationships:**
  - Government departments and compliance agencies
  - NSW Local Health Districts
  - Higher education and industry partners

- System vendors

## CHALLENGES

- Navigating varied, frequently changing compliance requirements across multiple external placement providers while maintaining consistent, accurate administration.
- Managing high-volume, time-critical compliance activities where incomplete documentation, competing priorities and stakeholder dependencies can impact processing.

## 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: Office for People**

**Date: 25.03.2026**