

POSITION DESCRIPTION

Administrative Officer - MCS



WESTERN SYDNEY
UNIVERSITY

POSITION DETAILS

Position Title	Administrative Officer - MCS
Classification	HEW 5
Position Number	7004151
School/Office	School of Medicine
Division	Faculty of Health, Provost

POSITION PURPOSE

The primary responsibility of the Administration Officer is to provide administrative support to academic and operational staff at the Clinical School. Importantly this position functions as the first point of contact for matters at the Clinical School for stakeholders, including students, Hospital and University staff. The Administrative Officer is integral in implementing and maintaining administrative processes necessary for the smooth running of the office.

The Administration Officer will also work closely with the Executive Officer and Clinical Dean at Macarthur Clinical School in the provision of high quality administrative and clerical support for teaching, research and other academic activities and the successful candidate will be expected to exercise a high level of independent judgement and discretion.

This position will be based at Macarthur Clinical School, with regular travel to other campuses and facilities as required. The position will be required to travel between all Metropolitan Clinical schools and the main School of Medicine campus (at Campbelltown) in order to fulfil the requirements of this position.

KEY ACCOUNTABILITIES

1. Coordinate, plan and administer all aspects of NSW health compliance for all medicine students across diverse clinical settings in collaboration with academic and professional staff.
2. Maintain accurate and efficient records while exercising sound judgement in managing clinical school issues and case matters.
3. Act as a key communication link between the University, Health Service staff, students and external stakeholders.
4. Develop and prepare documentation for placement organisations, supervisors and students, outlining requirements, duration and learning outcomes.

5. Provide administrative support across the School during peak periods, including preparing correspondence, documents, research materials and supporting postgraduate programs.
6. Contribute to the effective day-to-day operation of the Clinical School through a team-based approach, including participation in shared responsibilities, including support for the ICM/CPS program and rostered opening and closing.
7. Other tasks as may be directed by the Dean or School Operations Manager

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. A relevant degree or qualification and/or equivalent professional administrative training and experience in a large and complex organisation.
2. High level computer literacy skills, including extensive knowledge of database programs, demonstrated experience in word processing, spreadsheets and accessing/downloading data from mainframe systems.
3. Demonstrated high level analytical and problem-solving skills including an established record of exercising initiative, interpreting policy and procedures and providing advice.
4. Demonstrated high level interpersonal and oral communication skills, including the ability to liaise with management, students, academic and professional staff, and a diversity of health care providers, and establish effective professional relationships.
5. Demonstrated high level organisational and administrative skills, with the proven ability to work as a team member, or independently as required; monitor workflows, establish priorities, and meet deadlines.
6. Demonstrated high level written communication skills including the ability to draft routine and non-routine correspondence.
7. A current and valid Driver's Licence and ability to travel on a regular basis between campuses.

KEY RELATIONSHIPS

- This position reports to: Executive Officer - MCS
- This position supervises: N/A
- Key internal relationships:
 - Medicine School Operations Manager
 - Faculty General Manager - Health
 - Faculty of Health Managers
 - Student Learning and Teaching Support Manager
 - Operations Manager
 - Placements, WIL and Industry Liaison Manager
 - Research Operations Manager
 - Dean School of Medicine
 - Clinical School Deans
- Key external relationships:
 - Local Health Districts
 - Partner institutions
 - Business Partners, Providers and Vendors

CHALLENGES

- Managing complex stakeholder relationships and communication across the University, Local Health District, academics, professional staff, students and external health organisations, while maintaining discretion and confidentiality.
- Balancing competing priorities in a high-demand environment, requiring strong multitasking,

- independent work, teamwork and the ability to meet deadlines under pressure.
- Navigating and applying detailed academic and administrative policies, ensuring accurate interpretation and supporting continuous improvement in student experience and program quality.

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: People and Culture Partner (Faculty of Health)

Date: 7 May 2025