

POSITION DESCRIPTION

Administrative and Operations Officer



POSITION DETAILS

Position Title	Administrative and Operations Officer
Classification	HEW Level 5
Position Number	7012489
School/Office	Innovation & Entrepreneurship
Division	Division of Research & Innovation

POSITION PURPOSE

The Administrative and Operations Officer contributes to the effective operation of Western Sydney University's Launch Pad by delivering high-quality administrative, operational, event and communication support. The role ensures smooth day-to-day functioning of Launch Pad precincts, supports the delivery of entrepreneurship and innovation programs, and enables effective stakeholder engagement with start-ups, industry partners, students, and internal University staff. It plays a central role in ensuring the continuity and quality of Launch Pad activities aligned with the University's mission of fostering innovation, enterprise and community impact.

KEY ACCOUNTABILITIES

1. **Coordinate and deliver** administrative, financial and operational processes that support Launch Pad programs, precinct management and member services.
2. **Maintain and update** Launch Pad systems, databases, websites and communication channels to ensure accurate and timely information for stakeholders.
3. **Administer and monitor** member access, room bookings, equipment use, financial transactions and invoicing in line with University policy.
4. **Plan and support** the delivery of events, workshops, masterclasses, networking sessions and precinct activations.
5. **Provide informed guidance** to students, staff, researchers and Launch Pad members on administrative procedures, ensuring compliance with University and Institute requirements.

6. **Contribute to continuous improvement** by identifying opportunities to enhance processes, stakeholder experience and operational efficiency.
7. **Collaborate and liaise** with internal and external partners to facilitate effective communication, information sharing and coordinated program delivery.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. A relevant degree and/or equivalent administrative experience within a large, complex organisation.
2. High-level written, verbal and interpersonal communication skills.
3. Demonstrated capacity to interpret and apply policies, procedures and guidelines.
4. Strong organisational skills with the ability to manage competing priorities and deadlines.
5. Ability to work independently under broad supervision and as a collaborative member of a team.
6. Proficiency in Microsoft 365, administrative systems, and data management tools.

KEY RELATIONSHIPS

- **This position reports to:** Manager, Launch Pad Operations and Programs
- **This position supervises:** Nil
- **Key internal relationships:**
 - Director, Innovation & Entrepreneurship
 - Community & Operations Officer
 - Web Services Team
 - Media Office
 - Professional staff across the University
- **Key external relationships:**
 - Launch Pad program partners
 - Industry collaborators
 - Program participants and start-up founders

CHALLENGES

- Maintaining high-quality administrative and operational service while coordinating multiple concurrent programs, events and precinct activities.
- Responding to a diverse and fast-evolving stakeholder environment, including start-ups, industry partners, students and internal University teams, each with different priorities and operational needs.

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: 19.03.2026