

POSITION DESCRIPTION

Case and Misconduct Officer



POSITION DETAILS

Position Title	Case and Misconduct Officer
Classification	Level 6
Position Number	NEW
School/Office	Conduct and Investigations Office, Office of General Counsel
Division	Vice-Chancellor and President

POSITION PURPOSE

The Case and Misconduct Officer plays a vital role in promoting complaint making and management by students and staff and safeguarding institutional integrity and procedural fairness in university decision making. This position delivers a transparent, consistent, compliant and coordinated approach to managing both complaints and misconduct matters from intake through to resolution. The officer also drives continuous improvement via early identification of trends in matters, updating systems and resources, and providing expert advice and support to stakeholders across the university.

KEY ACCOUNTABILITIES

- 1. Coordinate fair and timely management of complaints and student misconduct**
Assist to deliver equitable and prompt outcomes by triaging, assessing, and coordinating the management of complaints and student misconduct reports from intake through to resolution in line with institutional policies and natural justice principles.
- 2. Administer structured and compliant misconduct proceedings**
Coordinate hearings, panel arrangements, and related administrative functions to uphold integrity and procedural fairness under the University's student conduct frameworks.
- 3. Provide expert guidance and support to stakeholders**
Offer advice and coordinate with faculties, students and staff to ensure consistent, timely and informed responses to complaints and misconduct matters.

4. **Drive continuous process improvement and risk reduction**
Identify system or policy deficiencies via trend analysis, and implement enhancements to reduce recurrence and improve complaint and misconduct management.
5. **Maintain accurate data systems and transparent communications**
Ensure robust recordkeeping, analyse case trends, and keep digital resources (web pages, systems) updated for transparency and stakeholder awareness.
6. **Balance empathy with operational efficiency under pressure**
Handle sensitive cases with discretion and emotional intelligence while maintaining workload management and setting clear expectations supporting both complainants and process timeliness.
7. **Promote professional capability through training and collaboration**
Support, develop, or lead training initiatives and communities of practice such as complaint management forums to strengthen capability and consistency across the University.
8. **Navigate regulatory and ethical compliance frameworks**
Uphold university values and standards and comply with external regulatory requirements including Complaint Management Policy, and the Student Misconduct Rule, ensuring the University's processes align with best practice and regulatory expectations.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Tertiary qualification and extensive experience in complaint and/or misconduct handling.
2. Strong stakeholder engagement skills, including the ability to work across diverse teams.
3. Excellent written and verbal communication skills, with experience presenting to varied audiences.
4. Demonstrated ability to manage multiple priorities and meet deadlines in a complex environment.
5. Proficiency in Microsoft 365 and excellent organisational, administrative and record keeping skills.

KEY RELATIONSHIPS

- This position reports to: Case Manager
- This position has no direct reports.
- Key internal relationships:
 - Students and staff complainants and respondents;
 - Members of the CCA team;
 - Colleagues in other work units of the university including Student Wellbeing and Welfare, Data Integrity, Quality and Operations, Campus Safety and Security, Office of Governance Services, Office of People, and Office of General Counsel;
 - Heads of School, Deans, Deputy Deans, Directors, Deputy Vice Chancellors, Pro Vice Chancellors, Vice Presidents and the Vice Chancellor's Office who may refer student and staff related complaints.
- Key external relationships:
 - External agencies including the National Student Ombudsman, the NSW Ombudsman, and the Human Rights Commission.

CHALLENGES

- Navigating competing priorities across multiple stakeholder groups while maintaining service quality.
- 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
- Whistleblowing Public Interest Disclosure policy.

Approved by: Office for People

Date: 25.08.2025