

POSITION DESCRIPTION



Administrative Assistant, Student Mobility



POSITION DETAILS

Position Title	Administrative Assistant, Student Mobility
Classification	HEW Level 4
Position Number	7010419
School/Office	Office of the Pro Vice-Chancellor, Global Partnerships and Transnational Education
Division	Provost

POSITION PURPOSE

The Administrative Assistant, Student Mobility is responsible for providing high-quality administrative support to the Mobility team, ensuring efficient operations across systems management, reporting, process improvement, and student services. The role maintains key systems and documentation, contribute to student engagement activities, and support coordinators in delivering global learning programs.

KEY ACCOUNTABILITIES

1. Maintain the Go Global Portal, including system updates, issue resolution, and user support.
2. Develop, update, and manage Standard Operating Procedures, templates, and team-wide workflow documentation.
3. Respond to student enquiries and provide administrative assistance to ensure timely and accurate information and support.
4. Coordinate enrolment reporting and process student subject approvals for outbound and inbound mobility programs.
5. Assist with social media content creation, communications and promotions related to student mobility programs.
6. Provide general administrative support to Mobility Coordinator/s and Managers, contributing to effective team operations.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Ability to undertake regular international travel.

2. An undergraduate degree in a relevant discipline or equivalent professional experience, with knowledge of and experience in the higher education sector of the needs of exchange and study abroad students
3. Demonstrated well-developed oral and written communication skills and interpersonal communication skills with proven knowledge and skills in Excel, word processing, database management, website, and internet use.
4. Experience in providing effective client service to a diverse client group, with demonstrated strong client service skills and demonstrated ability to work effectively in a culturally diverse environment.
5. Demonstrated willingness to work in a rapidly changing and developing workplace and be adaptable and flexible in dealing with change, including the ability to work cooperatively within a small team.
6. Demonstrated ability to work with a high level of accuracy, prioritise work, pay attention to detail, and work to deadlines.

KEY RELATIONSHIPS

- **This position reports to:** Manager, Student Mobility and Exchange
- **This position supervises:** Nil
- **Key internal relationships:**
 - Student cohorts and academic staff across the University
 - Student Support Hub Office, colleagues within the Global Partnerships team and International offices
 - Western Sydney International colleagues, in particular Recruitment and Communications teams.
- **Key external relationships:**
 - External institutions, partners,
 - Third party providers of mobility experiences and both Australian and overseas
 - Government departments and agencies.

CHALLENGES

- Coordinating complex, multi-stakeholder processes across diverse cultural, institutional and time zone contexts, while resolving urgent student issues without compromising compliance or service quality.
- Balancing high-accuracy administrative tasks with dynamic student engagement and promotional activities, requiring agility to shift between compliance-driven processes and creative communications.

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: