

# POSITION DESCRIPTION

## Student Experience Administration Officer



### POSITION DETAILS

|                        |   |
|------------------------|---|
| <b>Position Title</b>  | Student Experience Administration Officer |
| <b>Classification</b>  | HEWS                                      |
| <b>Position Number</b> | Various                                   |
| <b>School/Office</b>   | School of Medicine                        |
| <b>Division</b>        | Faculty of Health, Provost                |

### POSITION PURPOSE

The School of Medicine, Student Experience Administration Officer will be responsible for providing quality Student Administration support, predominantly in Postgraduate space. Located in the School of Medicine, the Student Experience Administration Officer is the first point of contact for enquiries of a student administration nature and will handle a diverse range of operational activities including, but not limited to, timetable and exam coordination, student enquiries and placements.

The Student Experience Administration Officer will play a pivotal part in supporting the School with their administrative needs, increasing administrative efficiencies and ensuring efficient, consistent advice is provided.

### KEY ACCOUNTABILITIES

1. Establish and maintain constructive working relationships both internally and with external stakeholders and students.
2. Provide a broad range of administrative functions in coordinating, planning, facilitating and supporting student placements and engagement activities for the School's postgraduate programs.
3. Monitor and ensure completion of student placement and engagement activity agreements.
4. Facilitate assessment and exam coordination as required.
5. Coordinate and collate final exam requirements for the Assessment and Timetabling Team in the Office of Student and University Planning.
6. Address academic integration plan (AIP) requirements for assessments.
7. Receive, triage and escalate Student Administration enquiries received in the School.
8. Provide student advisory services, including analysis and assistance in identify academically at risk students
9. Plan, develop and execute School specific engagement events that raise the profile of the School

across targeted stakeholder groups, including community and industry in the context of medical postgraduate study.

10. Co-ordinate student placements within various postgraduate medical programs.
11. 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.
12. Contribute to broader School operations and professional team priorities as directed by the Dean or School Operations Manager, including undertaking work across the program to support operational continuity and service delivery.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Appropriate tertiary qualifications in a relevant discipline or an equivalent combination of training and management experience in a large and complex organisation.
2. Highly developed organisational, project and time management skills within a high-volume work environment, with the ability to manage competing priorities and unexpected events.
3. Demonstrated experience in supporting executives and high-level committees, including the ability to exercise judgement concerning the release of information on confidential matters.
4. High-level Office software program skills, including; spreadsheets, word processing and databases, plus familiarity with medical/scientific terminology.
5. Well-developed written communication skills encompassing the ability to write and proof read a wide range of documents including executive-level reports and to communicate relevant information and policy.
6. Demonstrated experience in records management, including financial management, along with the ability to maintain records within a database environment and actively update records and generate reports.
7. Demonstrated high level interpersonal and oral communication skills, together with consultation and facilitation skills, and the capacity to articulate complex issues lucidly and succinctly.

## KEY RELATIONSHIPS

- **This position reports to:** Executive Officer, Macarthur Clinical School
- **This position supervises:** N/ A
- **Key internal relationships:**
  - Medicine School Operations Manager
  - Executive Officer, Macarthur Clinical School
  - 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 - Western NSW
  - Partner institutions
  - Business Partners, Providers and Vendors

## CHALLENGES

- Successfully building and maintaining relationships with stakeholders.
- Contributing to delivering an outstanding experience to customers and/or students.
- Effective time management including the ability to prioritise, monitor workflows and meet deadlines.

- Exercising discretion and confidentiality relating to assessment and evaluation and other sensitive matters.

## **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: April 2026**