

POSITION DESCRIPTION

Support Services Stage Coordinator (Operational Stage)



POSITION DETAILS

Position Title	Support Services Stage Coordinator (Operational Stage)
Classification	HEW 7
Position Number	7014002, 7014003
School/Office	School of Social Sciences
Division	Goulburn Academy

POSITION PURPOSE

Located in the School of Social Sciences at the Goulburn campus (NSW Police Academy), the Support Services Stage Coordinator (Operational Stage) coordinates the operational delivery of the Operational Stage of the Associate Degree in Applied Policing — a hybrid course co-delivered by Western Sydney University and the NSW Police Force Constable Education Program. The position supports students during their second year of study and their first year of employment as Probationary Constables with the NSW Police Force.

The position manages the day-to-day operation of the student support services team, ensuring consistent, high-quality service across face-to-face, telephone, email, virtual and self-service channels, and ensuring program delivery meets the requirements of both the University and the NSW Police Force.

KEY ACCOUNTABILITIES

1. **Program and Course Operations** — deliver the Operational Stage of the Associate Degree in Applied Policing accurately and on time, in line with agreed University and NSW Police Force timelines.
 - Coordinate the implementation and delivery of the Operational Stage of the Associate Degree in Applied Policing, in conjunction with the Business Development Manager, the Head of Program and the NSW Police Force.
 - Coordinate the operational administration of placement-related subjects, including approved subject information, LMS administration, participation monitoring and implementation of requirements determined by the relevant academic authority.
 - Monitor business requirements, timelines and deliverables on a continuing basis to ensure the requirements of both the University and the NSW Police Force are met.

- Coordinate the operational administration supporting assessment, examination and logistics processes as required.
2. **Student Support Service Delivery** — provide students with consistent, high-quality and timely support across all service channels.
 - Manage the day-to-day delivery of student support services across face-to-face, telephone, email, virtual and self-service channels.
 - Resolve non-routine student service and placement matters within University policy, escalating matters outside delegation.
 - Maintain accurate, complete and current student and placement records in accordance with University and NSW Police Force requirements.
 3. **Team Leadership and Staff Management** — maintain an effectively supervised, appropriately deployed and capable operational team.
 - Manage the day-to-day activities of the Placement Officers and casual staff, including supervision, guidance, performance management and professional development.
 - Assess operational need and allocate and prioritise team workloads accordingly.
 - Ensure the effective, consistent and timely induction and training of support staff, and maintain positive team dynamics.
 4. **Stakeholder and Partnership Management** — sustain productive working relationships that enable seamless co-delivery of the program.
 - Manage the day-to-day operational relationship with the NSW Police Force Constable Education Program.
 - Establish and maintain professional working relationships with relevant Units across the University and with the NSW Police Force to ensure a seamless student experience that meets the policy and practice requirements of both parties.
 - Coordinate operational input into the continued transition and co-delivery of the Associate Degree in Applied Policing.
 5. **Policy, Compliance and Risk** — apply University and NSW Police Force requirements consistently and escalate risk promptly.
 - Apply, and ensure the team applies, University policies and procedures consistently across program operations.
 - Comply with, and ensure team compliance with, the training, policy and procedural requirements of the NSW Police Force relevant to the duties undertaken, including dress and grooming standards, work health and safety requirements and ethical standards, and maintain a safe and inclusive educational environment for all students and staff.
 - Identify, monitor and escalate operational risks and matters of concern through the reporting line in a timely manner.
 - Provide operational advice on the development, implementation and review of policies and procedures affecting students and student service operations.
 6. **Continuous Improvement and Projects** — improve the quality, consistency and efficiency of service delivery.
 - Review service operations, identify improvement opportunities and implement agreed process improvements.
 - Provide operational advice on requirements to be considered when evaluating and introducing new technologies and systems.
 - Contribute to the progress and completion of program projects and initiatives.
 7. **Reporting and Communication** — provide accurate, timely information to stakeholders

and decision-makers.

- Monitor and report on service performance, placement activity and student participation, identifying trends and areas for improvement.
- Escalate matters of concern through reporting line channels to ensure key stakeholders are kept informed.
- Coordinate the production of program communications, including content for the website and digital platforms.

8. Professional Development and Other Duties — maintain current knowledge and capability relevant to the position.

- Maintain current knowledge of University and NSW Police Force policies, systems and processes relevant to the position.
- Participate in performance review and professional development activities.
- Undertake other duties relevant to the classification level.

QUALIFICATIONS, EXPERIENCE AND SKILLS

Essential requirements

1. A relevant degree with at least four years' subsequent relevant experience and extensive management expertise; or an equivalent combination of relevant experience and/or education and training.
2. Demonstrated extensive experience in the effective management, co-ordination, supervision and leadership of staff in a multi-channel customer service environment within a large, complex organisation, including the ability to assess operational needs and allocate workloads efficiently and effectively.
3. Demonstrated high-level analytical, evaluative and problem-solving skills, including the ability to manage conflicting priorities and to interpret, develop and apply policies and procedures effectively.
4. Proven expertise in stakeholder management and engagement, with strong organisational skills enabling the development and maintenance of effective internal and external relationships.
5. Well-developed written and verbal communication skills, including the ability to prepare submissions and respond to routine and non-routine correspondence.
6. Demonstrated high-level computer application skills, with proficiency in student and records management systems, learning management systems and digital communication platforms.
7. Demonstrated ability to work effectively as part of a team, with the flexibility to respond to varying administrative requirements, priorities and processes.

Desirable requirements

- Experience in a tertiary education environment, particularly in student services, placements or work-integrated learning.
- Experience working within a co-delivery or partnership arrangement with an external agency.
- Experience administering placement or work-integrated learning subjects within a learning management system.

Mandatory requirements

- Ability to work on site at the Goulburn campus (NSW Police Academy).
- Adherence to NSW Police Force Student Management dress and grooming standards, as set out in the NSW Police Force Grooming Guidelines.
- Compliance with NSW Police Force work health and safety requirements, ethical standards and related policies and procedures.
- NSW Police Force Baseline Security Clearance

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KEY RELATIONSHIPS

- **This position reports to:** Business Development Manager (7013916), School of Social Sciences
- **This position supervises:** Placement Officers (3 staff @ HEW6) and casual professional staff as needed
- **Key internal relationships:**
 - Business Development Manager
 - Dean, Deputy Dean, Associate Deans and Head of Program, School of Social Sciences
 - School Manager
 - Directors of Academic Program and Academic Program Advisors
 - Academic and professional colleagues within the discipline group, School and University
 - Casual academic staff
 - Students, and Student Support Services
 - Office of the Provost
- **Key external relationships:**
 - NSW Police Force — Constable Education Program
 - Professional and operational colleagues within the NSW Police Force
 - Project Control Group (Western Sydney University and NSW Police Force)
 - Regulatory and accreditation bodies

CHALLENGES

- Coordinating program operations across University and NSW Police Force requirements, systems and timelines.
- Managing high-volume and time-sensitive student support and placement matters while maintaining service quality and compliance.
- Balancing the needs of students, operational staff, academic stakeholders and the NSW Police Force in a complex co-delivery environment.
- Maintaining continuity and consistency of service across face-to-face, telephone, email, virtual and self-service channels.

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
- Western Sydney University Professional Staff Agreement 2022

→ Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by: HR Business Partner

Date: 18 Sep 2026