

# POSITION DESCRIPTION

## Support Services Officer



### POSITION DETAILS

<b>Position Title</b>	Support Services Officer
<b>Position Number</b>	7003209, 7008742, 7008743, 7008748, 7010063, 7010223, 7010224
<b>Directorate</b>	Student Success
<b>Classification</b>	Professional Employee – Level 5
<b>Location</b>	Parramatta City – 1PSQ Campus

### POSITION PURPOSE

The Support Services Officer is responsible for the provision of a range of administrative services and functions to support the effective operation of all directorates and functions across The College. The Support Services Officer:

- Works within the context of a broad series of policies and associated procedures to manage administrative processes.
- Takes the lead in a nominated key responsibility area to drive improvements and efficiencies.
- Acts as a point of contact to provide administrative process support to a range of stakeholders.

### KEY ACCOUNTABILITIES

The following are the key accountabilities of the position:

- General administrative and operational support, including but not limited to:
  - Providing broad administrative support for The College's teaching and operational activities, adapting to changing needs across campuses and business units.
- Coordinate office supplies and consumables and support general office functions.
  - Assist with human resources tasks, including processing Casual Employment Authority requests, contracting trainers and preparing documentation for academic teams.
  - Support the organisation of large-scale staff and student activities and events.
- Assist individual teaching business units with subject-level administration, including, but not limited to:
  - Providing administration support to Academic Integration Plans in line with approved procedures.
  - Provide support for Learning Management System activities, including site creation, assessment setup, and interactive content development (e.g., H5P).
  - Maintain and update internal workflows and procedural documentation to ensure consistency and accuracy in support services.

- Support end-to-end student administration processes including but not limited to:
  - Enrolment, attendance, fees, results, and completions administration, ensuring compliance with relevant standard, including but not limited to ELICOS Standards.
  - Supervising and invigilate English Language Placement tests.
- Compliance and Continuous Improvement
  - Support the Director, Student Success and Manager, Administration Support in conducting annual Work Health and Safety audits and completing associated checklists.
  - Identify opportunities for process improvement and communicate suggestions to the Manager, Administration Support for review and implementation.
  - Provide training and guidance to team members to promote consistency and quality in administrative practices.
- Team Collaboration and Project Support
  - Assist the Director, Student Success and Manager, Administration Support with ad hoc projects as required.
  - Provide flexible support across the broader Student Success team and undertake other duties consistent with the scope and level of the role.
- Provide operational support across key business functions to ensure smooth delivery of services within The College, including but not limited to:
  - Assisting in the management of finances, including management of invoices, debtors, refunds and payments.
  - Procurement: Raise purchase orders and liaise with Procurement, Finance, and College staff to support purchasing activities.
  - Asset Management: Assist in maintaining The College's Asset Register and coordinate asset replacement in collaboration with relevant stakeholders.
  - Student Engagement Support: Use records management, and publishing tools to create and maintain student-facing documents such as Learning Guides and related materials.
  - Reporting and Data Support: use a variety of techniques to produce, review and present data
- Undertake other associated duties (commensurate with the level of this position) as reasonably required from time to time.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

The following qualifications, experience and skills are required to perform the key accountabilities of the position:

- Relevant tertiary qualification at Diploma level or higher, or an equivalent level of knowledge gained through a combination of education, training and/or experience.
- Administration experience in a large, complex organisation (preferably in the tertiary education sector).
- Strong technical and computing skills including advanced Microsoft Office suite skills and an understanding of student management or learning management systems.
- Ability to balance workload, manage conflicting priorities, and meet multiple deadlines in a busy education environment.
- Strong interpersonal, written and verbal communication skills, with the ability to effectively handle difficult situations, relate to stakeholders from diverse backgrounds and develop and maintain networks.
- Ability to work independently to meet key performance objectives, and collaboratively to meet team objectives.

- It is a mandatory requirement for any incumbent of this position to have a current NSW employee Working with Children Clearance (WWCC) in accordance with the NSW Child Protection (Working with Children) Act 2012.

## CONSTRAINT/AUTHORITY LEVEL

The position operates in accordance with The College policies and the requirements of relevant legislation, awards and agreements. The position operates under the general direction of the Manager, Administration Support.

## KEY RELATIONSHIPS

This position reports to the Manager, Administration Support.

This position has no supervisory responsibilities.

Success in the role will depend on developing and maintaining positive relationships with:

- The College staff and management across all business units
- University colleagues in related roles
- The College Students

## CHALLENGES

The following are the key challenges of the position:

- The need to work collaboratively across The College and Western Sydney University.
- Managing multiple deadlines and priorities.
- The need to meet prescribed outcomes within a limited timeframe.
- Working with geographically dispersed staff and students.
- The changing nature of the higher education sector in general, and The College in particular, which creates the potential for changes to workloads and responsibilities from time to time.

## THE COLLEGE EXPECTATIONS

The College expects that all employees are aware of, and comply with legislation and The College'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**

Joel Walker

Date

10 November 2025