

# 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 – IPSQ 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