

POSITION DESCRIPTION



Student Records Management Analyst



POSITION DETAILS

Position Title	Student Record Management Analyst
Classification	HEW 7
Position Number	NEW
School/Office	Student Administration and Registrar's Office
Division	Division of Education and Students

POSITION PURPOSE

The Student Record Management Analyst is responsible for case managing issues with student records, including assessing and remediating complex issues and supporting initiatives to deliver positive outcomes for students. The role leads and delivers projects relating to student records and provides expert analysis and advice to inform institutional decision-making, including undertaking strategic analysis of student records. The position will also support the broader Student Records team in delivering quality administrative services across the student lifecycle with a particular focus on continual improvement and service enhancement.

KEY ACCOUNTABILITIES

1. Lead the **planning, review, remediation** and reconciliation of complex student record issues.
2. Lead and deliver student records projects, including project scoping, planning and delivery in collaboration with Student Records and Student Administration teams.
3. **Analyse and interpret data** to provide insights that inform strategic planning and decision-making at university wide level with a particular focus on registration and progression data, and insights on program completion, transition, discontinuation and lapsing.
4. Conduct detailed and proactive analytical investigations into student records, identifying issues and escalating risks as appropriate and provide recommendations to address systemic issues and risks.
5. Manage the resolution of data integrity issues with student records in line with University policy and according to program rules including interpreting policy, program rules and regulatory requirements.
6. Design and facilitate initiatives and coordinate projects which support the continual improvement of student record **data integrity** and processes.

7. Develop and maintain **records and process documentation**, ensuring regular review and updates for accuracy and contributing to governance, compliance and best practice frameworks.
8. **Lead stakeholder capability uplift in student records processes and management**, providing training, guidance, knowledge sharing and support to improve records management, data integrity and student outcomes.
9. **Support student communication initiatives**, including enabling early and alternate awards where appropriate.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. **Relevant tertiary qualification** or equivalent combination of education, training, and experience.
2. **Experience in student records, enrolments, or related administrative services** in a tertiary education or similar complex environment.
3. Demonstrated experience in **data integrity and management in higher education**.
4. Proven experience in **analysing and reporting of complex data sets** from multiple sources, including identifying trends and providing insights to inform strategic and operational decision-making.
5. Experience **working autonomously and collaboratively within a team**, providing support and leadership to colleagues as needed, and managing duties independently to effectively achieve objectives.
6. Proven ability to **manage competing priorities, coordinate tasks, and meet deadlines** in a fast-paced, high-volume environment.
7. Demonstrated ability to **implement and maintain effective controls** that ensure the integrity, accuracy, and reliability of student records data.

KEY RELATIONSHIPS

- **This position reports to:** Associate Director, Student Records
- **This position supervises:** May provide day-to-day work coordination and mentoring to professional staff involved in student records activities.
- **Key internal relationships:**
 - Student Administration and Registrar
 - Student Success
 - Learning and Teaching
 - Quality and Integrity
 - Digital Services
 - Faculties and Schools
 - General Counsel
 - Data and Business Intelligence
- **Key external relationships:**
 - Students
 - Partner institutions
 - Third Party Providers
 - Regulatory and accrediting bodies
 - External vendors/ suppliers

CHALLENGES

- **Managing competing demands and priorities** from multiple stakeholders while

- maintaining accuracy and compliance with university policy.
- Identifying and responding to complex challenges with student records.
- Ensuring a **student-centric approach to record management** while adhering to University policy and regulatory obligations.
- Maintaining **knowledge currency of university and sector trends and developments**, in particular regulatory change within with university policies and audit standards amid frequent updates and reviews.
- Supporting **continuous process improvements initiatives** which enhance the quality-of-service delivery while maintaining service delivery efficiency.

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
- Higher Education Standards Framework
- Higher Education Support Act
- Education for Overseas Students (ESOS) Framework

Approved by: Office for People

Date: 29 June 2026