POSITION DESCRIPTION



Academic Success & Program Support Officer

POSITION DETAILS

Position Title	Academic Success and Program Support Officer
Classification	HEW Level 5
Position Number	Various
School/Office	Student Administration and Registrar's Office
Division	Provost & Education and Students

POSITION PURPOSE

The Academic Success and Program Support Officer delivers academic and administrative support to students, ensuring consistent, accessible, and accurate information across the student lifecycle. This role acts as the primary point of contact for program-specific enquiries, providing high-quality advice and connecting students to relevant University services to support retention and success.

KEY ACCOUNTABILITIES

1. Provide frontline academic advice on enrolment, unit selection, and progression queries, including guidance during key periods such as Orientation and census.
2. Develop study plans and process routine credit for prior learning requests, to support student progression and timely course completion. Support students with tailored study planning as required, to promote retention and success.
3. Deliver timely and accurate administrative processing for student lifecycle events, including special consideration, leave of absence, and program variations.
4. Maintain accurate student records and monitor workflows to ensure compliance with policy and service standards.
5. Liaise with Faculty staff on curriculum changes, timetabling inputs, and exam coordination to ensure operational alignment.
6. Promote student engagement by participating in key transition activities and referring students to specialist services as appropriate.
7. Utilise SMS, contact centre, and ServiceNow systems to triage and resolve enquiries efficiently, escalating where required.

Academic Success and Program Support Officers supporting ARAP students:

7. Assist Subject Coordinators with the coordination of mid-session exams for students with an ARAP
8. Managing the room bookings, coordinating accessible equipment (ergonomic chair etc), submitting requests to Disability Support via WesternNow, signing on and off external invigilators, printing and scanning of papers.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Experience in student-facing support roles in tertiary education and/or a Bachelor's degree in a relevant field.
2. Understanding of academic policies, program structures, and student lifecycle processes.
3. Strong communication, customer service, and case management skills.
4. Organisational and time management skills in high-volume, deadline-driven environments.
5. Experience with contact centre, administrative, and student management systems.
6. Excellent stakeholder management skills and a demonstrated ability to collaborate effectively across academic and professional teams to achieve shared outcomes.
7. Familiarity with Western Sydney University's academic offerings and student cohort.
8. Understanding of inclusive support practices and equity-focused student services.

KEY RELATIONSHIPS

- **This position reports to the:** Team Leader Academic Success and Program Support (HEW 7)
- **Key internal relationships:**
    - Faculty and School key stakeholders (TBD)
    - Student Success teams
    - Division of Education and Students
    - Office of Governance Services
- **Key external relationships:**
    - Professional accreditation bodies

CHALLENGES

- Balancing high-volume frontline service delivery with accuracy and compliance.
- Managing competing deadlines during peak periods while maintaining service quality.
- Navigating complex student cases requiring sensitive handling and referral.

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:
Date: