

POSITION DESCRIPTION



Placement officer



POSITION DETAILS

Position Title	Placement Officer
Classification	HEW Level 6
Position Number	Various
School/Office	School of Social Sciences
Division	Provost

POSITION PURPOSE

The Placement Officer is responsible for coordinating and managing student placement and service-learning opportunities with the NSW Police Force, ensuring students can successfully undertake required experiential learning components of their courses. The role works closely with students, academic staff, external stakeholders and the NSW Police Force to facilitate effective placement processes, maintain compliance requirements, and support positive student and stakeholder experiences.

As a member of the Goulburn professional staff team, the Placement Officer contributes to the delivery of faculty services and may collaborate across multiple Schools, disciplines and operational teams to support Faculty priorities and student outcomes.

KEY ACCOUNTABILITIES

1. Administrative Services

- Manage the planning, administration and continuous improvement of all aspects of student placement activities linked to the Associate Degree in Applied Policing (ADAP), including student field placements and the Operational Stage of the ADAP.
- Manage student placements and independently assess placement requirements, ensuring alignment with course requirements, University policies and procedures, compliance obligations, and the expectations of NSW Police Force.
- Manage placement-related subjects, including preparation and maintenance of subject outlines, administration and oversight of the learning management system (LMS), monitoring

student participation and engagement, and ensuring placement subject requirements are accurately reflected and administered.

- Manage, interpret and apply placement agreements and related requirements with NSW Police Force, including negotiating amendments where required, ensuring compliance, accurate recording and timely finalisation in applicable systems.
- accurate recording in applicable systems.
- Manage effective communication and stakeholder relationships with Faculty Professional staff, academic staff and NSW Police Force personnel, exercising professional judgement to resolve non-routine and complex matters.

2. Student Enquiries

- Provide accurate and timely advice to students regarding placement requirements and enquiries, investigating and resolving complex or non-routine matters within delegated authority and escalating matters where appropriate.
- Attend student tutorials and information sessions at the beginning of sessions to answer placement-related questions.
- Assess and support students to complete administrative, placement and compliance requirements, identifying issues and risks and taking appropriate action to achieve resolution.
- Manage student engagement throughout the placement lifecycle, providing advice and resolving placement-related matters using professional judgement.

3. Record Management

- Ensure accurate and efficient records management in accordance with University policies, approved business practices and applicable compliance requirements, identifying and addressing records or process risks.
- Manage the provision of accurate and timely information and records to key stakeholders at critical stages of the placement process, ensuring information supports effective decision-making and compliance.

4. Case Management

- Manage placement progress and independently investigate, assess and resolve operational issues, including complex matters requiring consultation, negotiation and professional judgement with NSW Police Force and other stakeholders.

5. Stakeholder Management

- Manage relationships with staff, Heads of Discipline, NSW Police Force and academics to ensure effective delivery of placement activities and resolution of complex stakeholder matters.
- Manage stakeholder communication throughout the placement lifecycle, ensuring appropriate information flow, timely decision-making and resolution of issues.

- Assess and manage stakeholder requests and amendments, interpreting relevant requirements, determining appropriate actions within delegated authority, and ensuring accurate implementation.
- Investigate and resolve stakeholder queries, conflicts and non-routine matters in a timely and professional manner, applying sound judgement and negotiating appropriate outcomes.

6. Policy, Compliance, Risk & Continuous Improvement

- Interpret and apply University policies, procedures, legislative requirements and compliance obligations relevant to student placements, identifying implications for placement operations and ensuring requirements are implemented.
- Identify, assess and manage operational, compliance and reputational risks associated with placement activities, escalating significant risks and recommending appropriate controls and improvements.
- Independently review and improve placement systems, processes and workflows, identifying opportunities to enhance efficiency, compliance, student experience and stakeholder outcomes, and recommend changes to relevant management.

7. Other Duties

- Undertake other associated duties (commensurate with the level of this position) as reasonably required from time to time.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. A relevant tertiary qualification (degree or diploma) or significant professional administrative training and experience, preferably in the higher education sector.
2. Demonstrated experience in the provision of high-level administrative services, ideally with student placement experience.
3. High-level computer literacy skills, including demonstrated experience in using Microsoft Office applications and database management.
4. Well-developed interpersonal, oral, and written communication skills, including the ability to liaise clearly and effectively with management, staff, and external agencies.
5. Proven ability to work as a team member or independently, as required, including the ability to independently monitor workflows and the status of multiple open cases, manage and prioritise daily tasks, and meet deadlines for tasks.
6. Demonstrated organisational and time management skills, including the ability to manage multiple time-critical activities to successful completion.

KEY RELATIONSHIPS

- **This position reports to:** Business Development Manager, School of Social Sciences (ADAP)
- **This position supervises:** Nil.
- **Key internal relationships:**
 - Faculty Leadership (Dean & Senior Academics)
 - Head of Discipline, Applied Policing
 - Academic and Professional Staff across the Faculty
- **Key external relationships:**
 - NSW Police Force

CHALLENGES

- Managing student placement streams during the Operational stages of the ADAP with differing compliance, administrative and reporting requirements, while interpreting requirements, adapting to new placement types and continuously improving placement processes and systems.
- Balancing complex stakeholder relationships between students, academic staff and NSW Police Force, including independently investigating and resolving conflicts, negotiating outcomes and managing competing priorities within delegated authority.
- Overseeing high-volume and complex case management with strict compliance and record-keeping obligations, requiring sound professional judgement, risk identification and management, accuracy under pressure, and responsiveness to emerging issues.

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: HR Business Partner

Date: 17 Sep 2026