



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Position Description

PROFESSIONAL SERVICES

Position Title	Technical Services Coordinator
Classification/Level under the Enterprise Agreement (if applicable)	Level 6/7
Management Level	Team Leader / Specialist
Faculty/Portfolio	Faculty of Arts, Society and Business
School/Division	School of Creative Arts & Humanities
Main Location(s)	Wollongong Campus
Delegations (if applicable)	This position may carry delegations in accordance with the UOW Delegations of Authority as amended from time to time.

Primary Purpose of the Position

The purpose of this position is to provide high-quality coordination of technical services within the School of Creative Arts & Humanities (CAH) in accordance with the overall strategic goals of the School, The Faculty of Arts, Society & Business, and the University. This position will report to the School Operations Manager and provide coordination and oversight in the key areas of workplace health and safety, technical staff deployment, communications, and systems management. The position can provide specialist technical assistance across a range of programs including Visual Arts, Music, Performance and Theatre, Journalism, and Communication and Media. This role will be a fundamental intersection for Academic Staff and the technical services team.

Position Environment

The Faculty of Arts, Society and Business empowers the next generation to think critically, act creatively, and engage globally. Spanning Business, Education, Law, Social Sciences, Creative Arts and Communication, Humanities, and Liberal Arts, our programs share a commitment to developing independent thinkers, creative problem-solvers and ethical leaders who can make a positive impact on the world.

The School of Creative Arts and Humanities delivers transformative educational experiences driven by a passion for understanding our complex world. We foster curiosity, critical thinking, and artistic excellence as we collaborate across disciplines to reframe critical issues, engage with new technologies, and empower career-ready graduates.

Major Accountabilities/Responsibilities

1. Coordinate and supervise Technical Services operations

Provide leadership and day-to-day supervision of Technical Services Officers to ensure the delivery of high-quality technical support for the school's learning, teaching and research activities. This includes:

- Coordinating technical services, resources and workflows to support students, academic staff and research activities;
- Working collaboratively with the broader Technical Services team to ensure consistent and effective service delivery across the school;
- Managing routine staff supervision responsibilities, including workload allocation, leave coordination and approvals, timesheet and flex-time approvals, recruitment and onboarding activities, and other people management processes;
- Coordinating the procurement, ordering and timely delivery of equipment, materials and services required for teaching, research and operational activities;
- Supporting academic and professional staff with equipment and resource planning, including purchase requests and business case development; and
- Delegating tasks and monitoring service delivery to ensure operational priorities are met.

2. Coordinate facilities, equipment and workplace safety Coordinate the effective operation, maintenance and safety of the school's teaching, research and production spaces. This includes: a. Ensuring facilities, equipment and technical resources are maintained and available to support learning, teaching and research activities; b. Coordinating equipment procurement, servicing, maintenance and lifecycle replacement; c. Supporting the implementation of Work Health and Safety (WHS) policies, procedures and compliance requirements across School facilities; d. Coordinating staff training and inductions to meet WHS and operational requirements; and e. Monitoring the condition, functionality and compliance of School spaces and facilities, and coordinating remedial actions where required.
3. Support school operations and engagement activities Contribute to the effective operation of the school through active participation in communication, planning and engagement activities. This includes: a. Acting as a key liaison between the technical team and students, academic staff, professional staff, timetabling, event support services, external partners and other stakeholders; b. Participating in school meetings, planning activities and continuous improvement initiatives; c. Supporting school events and activities, with a particular focus on student recruitment, outreach, orientation and showcase events; and d. Contributing to a positive, collaborative and student-focused culture across the school.
4. Other duties and/or projects as required and directed by the School Operations Manager commensurate with level.
5. Act in accordance with university policies as amended from time to time, the <u>Values in Action Framework</u> of Thrive Together, Pursue Excellence, Be Accountable and Lead with Integrity, and our commitment to <u>Equity, Diversity and Inclusion</u>.
6. Observe WHS responsibilities, accountabilities and authorities as outlined in the WHS Framework - https://www.uow.edu.au/about/services/safe-at-work/whs-framework/

Reporting Relationships and Other Key Contacts

Position reports to	School Operations Manager
Positions supervised by this position	Technical Services Officers
Other key contacts and stakeholders	Head of School Associate Head of School Academic Staff School Technical Coordinators School Administrative Staff Representatives from other UOW business units, such as Infrastructure and Property, and Information Management and Technology Services

Selection Criteria

- Bachelor's degree or extensive experience and specialist expertise in a relevant field; or equivalent combination of relevant experience and/or education/ training
- Demonstrated knowledge of specific WHS procedures and practices, particularly those relevant to teaching, research, and/or creative workspaces and equipment
- Demonstrated ability to implement and improve processes and procedures.
- Demonstrated experience in successfully coordinating and supervising staff
- Demonstrated experience in successfully managing and contributing to a collaborative and harmonious team.



- Demonstrated ability to provide specialist knowledge and advice regarding equipment and procedures, particularly those relevant to teaching, research, and/or creative workspaces and equipment
- Demonstrated capacity to use initiative with limited guidance, to innovate and to take responsibility for outcomes.
- Well-developed communication and interpersonal skills, customer/client and stakeholder focus and cultural sensitivity.

Special Job Requirements

- May be required to work outside of standard business hours or across campuses and research partner facilities.

Roles and Responsibilities in relation to Workplace Health and Safety and Equity, Diversity and Inclusion in the Workplace

The University of Wollongong is committed to providing a safe, inclusive, and equitable workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely, be engaged in activities to help prevent injuries and illness and create an equitable and inclusive environment.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

ALL STAFF

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the [WHS Framework](#).
- Work in an inclusive environment, treating all colleagues, students and visitors with respect.

ADDITIONAL RESPONSIBILITIES FOR STAFF WITH SUPERVISORY RESPONSIBILITIES

- Uphold principles of equity, diversity and inclusion and foster a respectful workplace culture within your team.
- Ensure work area, equipment and practices are compliant with applicable legislation, standards, codes of practice and University guidelines.
- Ensure risk management activities are undertaken to minimise WHS risk including hazard and incident reporting, risk assessment and safe work procedures.
- Provide the necessary instruction, information, induction, training and supervision to enable work to be carried out safely.
- Ensure Work Health and Safety (WHS) activities and requirements are implemented for area as outlined in the [WHS Framework](#).

Inherent Requirements

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other relevant work organisation; and
- Do the job without undue risk to your own or others health, safety and wellbeing at work.



If you have any injuries, illness, disorder, impairment, condition, disability or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Position Description Status

This table contains information about the status and approval of this document

Date created	16/9/2026
Date reviewed by supervisor in consultation with the employee i.e. at least every three (3) years, or sooner if required	
Date reviewed by P&C (if applicable)	
Date reviewed by CP&CO (if applicable)	
Date of next review	

