



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

Position Description

PROFESSIONAL SERVICES

Position Title	Student Operations Officer
Classification/Level under the Enterprise Agreement (if applicable)	Level 5
Management Level	Administration / Support
Faculty / Portfolio	DVC - E
School / Division	Student Services Division
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 Student Operations Officer supports the accurate and efficient progression of students through their degree programs, by undertaking administrative processes to manage cohorts both onshore and offshore. This role is also responsible for the provision of accurate reporting across the student lifecycle, and quality assurance checking of enrolment and progression activities. This role demands a strong understanding of institutional policy and regulatory rules, to ensure actions and outcomes are compliant.

Position Environment

UOW is a leading Australian University with a history of outstanding achievement in teaching, learning and research output across a truly global footprint. UOW attracts students from over 130 countries and is committed to providing our diverse student body with an engaging world-class and internationally oriented learning experience.

Major Accountabilities/Responsibilities

1. **Monitoring and Reporting:** Reporting on student cohorts for the purpose of monitoring compliance with University policies and regulatory rules (e.g. ESOS, HESA).
2. **Cohort Management:** Coordinate and implement cohort-wide administrative processes including course progress outcomes, results release (including managing Faculty Assessment Committees), inactive student lapsing, and provisional enrolment changes.
3. **Conferral Activities and Academic Documents:** Coordination of conferral activities and communications; production, quality assurance, and distribution of academic documents throughout the student lifecycle at all UOW campuses (onshore and offshore).
4. **Reference Material and System Settings:** Maintain reference material and system settings in response to role and process changes, to ensure consistent outcomes across the Enrolment and Progression Team.
5. **Quality Assurance:** Under the guidance of the Manager, undertake quality assurance checks of enrolment and progression activities, to identify areas for targeted improvement.
6. **Stakeholder Support:** Liaise with a range of stakeholders to provide tier 2 expert advice and problem-solving for student operations matters. Maintain excellent relationships, networks, and foster a strong service culture.
7. **Operations Support:** Provide operational support to the other areas in Enrolment and Progression during peak periods and during times of leave.
8. Act in accordance with University policies as amended from time to time, the Values in Action Framework of *Thrive Together, Pursue Excellence, Be Accountable and Lead with Integrity*, and our commitment to Equity, Diversity and Inclusion.
9. 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	Manager, Student Operations
Positions supervised by this position	None
Other key contacts and stakeholders	Associate Deans (Education and International) International Student Compliance AskUOW Faculty Education Managers

Selection Criteria

- Combination of relevant workplace experience, qualifications, and training.
- Well-developed and demonstrated knowledge of how subjects, courses, majors, minors, and the progression and completion of degrees operates in the Australian higher education environment.
- High level of attention to detail, ability to work with large data sets, and ability to prioritise multiple tasks and deadlines.
- Demonstrated ability to apply policy and procedural expertise to solve complex problems and implement operational processes.
- Excellent written and verbal communication skills, including the ability to provide clear advice to individuals from various backgrounds.
- Capacity to work across multiple functions, with flexibility to support priorities when required.
- Competence in using student administration systems and ability to learn new platforms quickly.

Special Job Requirements

- This position will, at-times, liaise with students in-person. Therefore, this position requires an on-campus presence, with the opportunity for flexible work arrangements around the requirements of the role.
- Restriction on leave during peak periods will apply.

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	29 July 2025
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	29 July 2028

