

## POSITION DESCRIPTION

<b>Position Title</b>	Student Services Operations and Projects Coordinator
<b>Position Reporting to</b>	Student Services Manager
<b>Employment Status</b>	0.8 Part-time, continuing
<b>Classification</b>	Administration, AD
<b>Date</b>	May 2026

### 1. POSITION PURPOSE

The purpose of this position is to assist with monitoring and coordination of day-to-day operations for all aspects of the student lifecycle for the Faculty of Psychology, Counselling & Psychotherapy, and to support process improvements and other projects across the Student Services team.

The Operations and Projects Coordinator is a pivotal member of the administration team reporting to the Student Services Manager. The position is responsible for ensuring consistent, efficient and student-centred practices across Recruitment & Admissions, Education Administration, Data & Compliance, and Placements, as well as identifying and supporting projects to support continuous improvement and growth while maintaining operational standards, data integrity and accurate reporting.

Additionally, the Operations and Projects Coordinator is required to provide first-line escalation for complex operational matters, including advice on student concerns and other compliance activities.

### 2. KEY RESPONSIBILITIES

#### Administrative & Operational Support

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| 1. | Support the Recruitment & Admissions function to ensure efficient, student-centred and consistent administrative processes and service delivery.   |
| 2. | Oversee core recruitment workflows (e.g., enquiry to offer pipeline) to ensure best practice, seamless processes and proactive escalation to Manager.  |
| 3. | Coordinate operational readiness for recruitment cycles and key intake periods, including contributions to timeline planning, developing documentation, supporting system configuration as well as application communications. |
| 4. | Provide first-line support for complex recruitment or admissions operational matters, resolving within process or escalating to the Manager where required.  |



5.	Plan for and provide support to the team in dealing with peak periods within the student life cycle.
6.	Liaise with faculty staff and other stakeholders to identify and address challenges in standard student processes to ensure effective and timely operation.
<b>Process Improvement &amp; Service Delivery</b>	
7.	Lead agreed process improvement initiatives, including mapping current processes, identifying risks or inefficiencies, designing improved workflows, and supporting implementation.
8.	Deliver cross-stream projects as delegated by the Manager (e.g., CRM pipeline improvements, admissions workflow upgrades, placement administration enhancements, student experience improvements).
9.	Develop, maintain and embed Standard Operating Procedures, including operational guides, template documentation and other knowledgebase resources to support consistent practice and knowledge retention.
10.	Identify system and process gaps, discuss improvement requests with Manager and external vendors as required and support change adoption within the team.
11.	Track benefits and outcomes of improvement work and provide regular updates to the Manager.
<b>Systems &amp; Reporting</b>	
12.	Oversee the integrity and usability of student lifecycle data across systems (e.g., CRM, student management system, placements databases), including routine quality checks and resolution of data issues with relevant staff.
13.	Produce routine operational reports and dashboards as agreed (e.g., enquiry-to-offer pipeline, admissions/enrolments, progression, placements milestones, compliance indicators).
14.	Liaise with IT Support and other stakeholders to coordinate system improvements and monitor regular processes.
15.	Contribute to regular engagement and relationship management activities with external vendors and partners.
16.	Maintain compliance schedules, evidence files and operational documentation to support accurate reporting under relevant standards (e.g., AQF, HES Threshold Standards, HESA, ESOS, privacy and record-keeping obligations).
17.	Support reporting and compliance functions, including but not limited to PRISMS, TSCI and ESOS, as well as specific requirements of professional accreditation bodies in Psychology and Counselling as required.



<b>Other</b>	
18.	Contribute to regular team meetings and planning processes for the Organisational Unit and Faculty Administration Team.
19.	Any other relevant duties as directed or agreed with management.

### 3. KEY SELECTION CRITERIA

#### Knowledge and Skills

Required:

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| 1. | Demonstrated experience in student administration within higher education or a comparable regulated environment, ideally in psychology and/or counselling.                     |
| 2. | Proven ability to coordinate projects relating to systems and/or process improvement.  |
| 3. | Strong understanding of admissions and student lifecycle operations.   |
| 4. | High level capability in data management, reporting and complex administrative systems and databases, including CRM tools, student management systems and strong Excel skills. |
| 5. | Highly developed written and verbal communication skills, including producing clear SOPs, templates and operational guidance in a range of contexts to diverse audiences.      |
| 6. | Ability to work collaboratively, influence practice change, and support team capability through practical guidance.  |
| 7. | The ability to manage time and resources effectively to achieve planned objectives under pressure and in other complex or high volume work environments.                       |

Desirable:

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| 8.  | Experience with regulatory and/or compliance frameworks as well as reporting activities within higher education or similar complex sectors. |
| 9.  | Experience in health/education settings.  |
| 10. | Training or experience in improvement/change methodologies (Lean, Agile, project delivery).   |

#### Qualifications, Registrations and Memberships

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| 11. | A bachelor's degree in business administration, education or similar related field, or equivalent experience and/or training. |
| 12. | Desirable: membership of ATEM, PMI or similar professional bodies.  |



### Competencies, Behaviours and Attributes

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| 13. | Alignment with the Institute's values   |
| 14. | Excellent interpersonal skills, cultural competency, and the ability to relate to and maintain genuine relationships with students, staff, and stakeholders from a range of backgrounds across all levels of the organisation and broader sector. |
| 15. | Careful and precise with advanced attention to detail, data accuracy and quality outcomes.  |