



Make
it matter.

POSITION DESCRIPTION

Work Integrated Learning Administrator

Position Level	5
Faculty/Division	Science
Position Number	00101798
Original document creation	February 2022

Position Summary

The Work Integrated Learning (WIL) Administrator plays a key role in administering undergraduate science work integrated learning programs, ensuring a streamlined process for students, WIL Academic Leads, and external WIL partners. The position works closely with the WIL Industry Engagement Officer and Student Experience Officer within the Faculty of Science.

The role of WIL Administrator reports to the Education Partnerships Manager and has no direct reports.

Accountabilities

Specific accountabilities for this role include:

- Administer the process and delivery of Work Integrated Learning (WIL) experiences in undergraduate Science programs, including the creation and maintenance of WIL records in relevant compliance systems, eg. InPlace, ClinConnect.
- Act as the first point of contact for student WIL enquiries and work with School WIL Academic Leads and other relevant professional staff to provide accurate advice and ensure timely processing of all WIL enquiries, approvals, enrolments, assessments and grades.
- Apply WIL procedures and guidelines to ensure that policy and procedural requirements are met as appropriate, and that escalation occurs for more complex cases.
- Support the required liaison with external WIL stakeholders to ensure compliance with relevance policy and procedures and that records are checked and documented accurately.

- In collaboration with the Student Experience Officer, develop and maintain the Science Student Opportunities Portal, to ensure students are aware of and understand WIL opportunities and requirements
- In collaboration with the WIL Industry Engagement Officer and Student Experience Officer, administer the promotion of WIL opportunities to current students and maintain accurate records of promotional data and applications for processing.
- Collate and deliver quality reporting information on student WIL engagement, including promotions, applications and enrolments.
- Support the coordination and maintenance of key WIL course preparation processes, such as WIL pre-requisite modules, term planning and roll-over of WIL course sites in Moodle or Practera.
- In collaboration with the Education Partnerships Manager, assist in the development and implementation of new guidelines and procedures for Science WIL administration and use of the UNSW placement management system, 'InPlace'.
- Assist in setting priorities and monitoring workflows within WIL administration ecosystem as required, providing guidance and training to other relevant staff in Science Schools.
- Contribute to other employability related projects as required, under the direction of the Education Partnerships Manager.
- Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](#) and the [UNSW Code of Conduct](#)
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

Skills and Experience

- Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through any combination of education, training and experience.
- Demonstrated ability to work collaboratively and productively within a team, but also to take initiative and work independently while managing competing demands.
- Highly advanced interpersonal, written and oral communication skills.
- Demonstrated experience providing effective customer service and support to clients at all levels.
- Excellent attention to detail and ability to provide accurate, timely advice for large volumes of enquires.
- Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- High proficiency of computer literacy, working with a range of computer systems and applications, including Microsoft Office 365 suite including Teams, One Drive, Excel, Word, Powerpoint and Outlook.
- Demonstrated ability to work across multiple software platforms, such as the Student Information Management Systems, Learning Management Systems and Customer Relationship Management Systems.

- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.