

POSITION DESCRIPTION



Position	Work Integrated Learning Placements Support Officer
Level/Classification	HEW Level 4
Reports to	Work Integrated Learning (WIL) Coordinator
Unit	Work Integrated Learning
Directorate	Office of Learning, Teaching and Technology
Positions Supervised	0

Position Purpose

The Work Integrated Learning (WIL) Placements Support Officer provides administrative and operational support to the Work Integrated Learning team and students in accordance with established procedures, systems and compliance requirements. Duties include responding to front-line student enquiries, clearance of mandatory placement checks and administration of placement provider agreements. This role is primarily focused on high-volume, process-driven administrative activities requiring accuracy, responsiveness and attention to detail.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Bididi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

About the Work Area

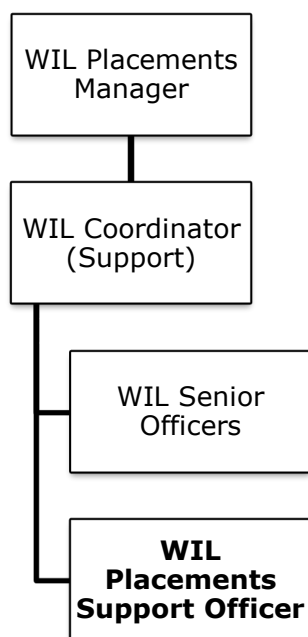
The Office of Learning, Teaching and Technology sits within the Portfolio of the Deputy Vice Chancellor (Education) and plays a central role in delivering contemporary, accessible and inclusive education across the University. The portfolio is committed to high-quality learning experiences that support student success and produce graduates with adaptability, fresh perspectives and a strong social conscience.

Work Integrated Learning (WIL) is a key component of this commitment, providing students with meaningful, real-world experiences that strengthen employability, confidence and career readiness. The WIL team works closely with Schools across the University, as well as external industry partners, to create, coordinate and support placements, ensuring students have valuable and positive workplace learning opportunities. This is particularly significant in disciplines such as education, nursing and veterinary science, where placements are a mandatory component of the curriculum.

The WIL function operates within a complex and evolving environment, requiring coordination across multiple stakeholders, systems and campuses to ensure consistent, compliant and effective service delivery, together with a high-quality, coordinated student experience.

The team comprises three streams, each led by a Coordinator. Two teams are externally focused and responsible for administering placement activities, while a third support team provides systems, documentation and process support across WIL. The team is predominantly based at the South Street campus, with a smaller presence at the Mandurah campus.

Reporting Relationships



Key Responsibilities/Duties

1. Provide front-line support to WIL students in accordance with standard operating procedures and processes via the front counter, phone and shared mailboxes.
2. Triage enquiries and escalate complex matters to discipline specialists as required.
3. Undertake high-volume daily processing of mandatory checks and other preparation requirements essential for student placements.
4. Maintain the database of placement provider agreements, including monitoring agreement expiry dates and maintaining tracker spreadsheets for specified activities.
5. Process payments to workplaces and mentors associated with student placements.
6. Maintain placement-related information for staff and students and facilitate placement-related communications to students, staff and workplaces.
7. Contribute to the maintenance of the placement management system, SONIA, to support timely and accurate record-keeping of student placements, work placement agreements and workplace mentors.
8. Prepare and run routine reports as requested.
9. Participate as an effective and flexible member of the team and contribute to continuous improvement activities.
10. Undertake other reasonable administrative and support activities as requested.

Selection Criteria

Essential

1. Completion of a diploma level qualification with relevant work experience and/or an equivalent combination of relevant work experience and/or education/training.
2. Experience in academic or business operational support or office administration.
3. Highly effective communication, customer service and interpersonal skills, and the demonstrated ability to interact constructively and collaboratively with students and staff at different levels of the organisation.
4. Demonstrated high level of computer literacy and proficiency in the production of accurate administrative documentation and records, with the capability and willingness to learn new packages as appropriate.
5. Demonstrated high level of organisational, time and workload management skills, including the ability to prioritise workload to meet strict deadlines.
6. Ability to work in a team environment and flexibility to undertake a range of administrative tasks within established procedures with limited supervision.

Desirable

1. Previous experience in a university environment and/or in supporting WIL activities and work placement programs.

Work Requirements

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
2. Ability to work at all Western Australian campuses: South Street, Perth; Rockingham; and Mandurah.
3. Ability to work outside of normal office hours when required.

General Obligations

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All staff complete a Career Development Conversation annually to discuss their career aspirations and growth opportunities. All staff undergoing a probation period are required to set probationary objectives with their leader within 3 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the

leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.