

Olivia Inwood

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Penrith, NSW, Australia

Key Skills

- Large-Scale and Strategic-Orientated Project Management
- University Sector Leadership, Networking, and Advocacy
- Academic and Digital Skills Development and Facilitation
- Cultural Transformation and Change within Teams
- Social Impact Evaluation

Qualifications

Doctor of Philosophy

UNSW Sydney

2019 – 2023

- PhD Title: "A Discourse-Analytic Approach to Information Disorders".
- Areas: Linguistics, Literacy, Digital Information Analysis, and Communication Studies.
- Awarded Australian Research Training Scholarship and the Australian Government's Defence Science and Technology Group Top-Up Scholarship for duration of degree.
- Awarded Faculty of Arts, Design and Architecture HDR Research Output Award in 2021 and 2022.

Bachelor of Arts and Social Sciences (Honours Class 1)

UNSW Sydney

2018

- Media, Culture and Technology.

Bachelor of Arts and Bachelor of Fine Arts (both with Distinction)

UNSW Sydney

2014 – 2017

Summary

I am an experienced Professional in the University Sector with over eight years' experience in roles focused on Academic Success and Student Experience across multiple universities.

I have a unique combination of management skills with academic and educational expertise, enabling me to manage complex teams and projects with positivity and energy, while balancing operational priorities with evidence-based evaluation.

Career History

Learning Programs Manager, Library

Library Services, Division of Education and Students, Western Sydney University

December 2025 – Present

- Provide strategic leadership in the design, delivery, and continuous improvement of the Library's learning events and online learning resources. This role leads a multi-campus team of librarians and professionals to implement dynamic, inclusive, and student-centered learning programs that include events, learning activities, exhibitions, tours, and resources to support academic and digital skills development across synchronous and asynchronous channels.

Key Achievements

- Promoted to this newly designed team based on my track-record of successful collaborations, initiatives and leadership in the Academic Literacy Coordinator role and extensive career history, leadership, and qualifications in higher education.

Academic Literacy Coordinator

Library Services, Division of Education and Students, Western Sydney University

April 2023 – December 2025

- Responsible for coordinating the implementation and evaluation of the University's Academic Literacy Strategy, and various projects and teams around academic and digital skills development for students at Western Sydney University.

Key Achievements

- Project Lead (first 6 months into the role) for the redesign of the Study Smart Website co-designed through workshops with students. Increased visibility of the Study Smart brand and student engagement with the site. Streamlined content for easy future transformation from Squiz Matrix to AEM (Adobe).

- Specialisations: Media, Culture and Technology; English Literature; Art Theory; Sculpture; Graphics Media.
- Awarded UNSW Equity Scholarship for duration of degree.

Ongoing Education

Master of Business Administration UNSW

2024 – Ongoing

- Joint Degree with AGSM (Australian Graduate School of Management) and Centre for Social Impact. Part-time study in my spare time.
- Completed 50% of the degree so far (6 out of 12 subjects).
Subjects completed: Strategy, Leadership, Managing People and Organisations; Managing with Digital Technology; Social Impact; Demonstrating Social Impact.

Australian Institute for Management (AIM)

- I have completed various AIM short courses sponsored by Western Sydney University; Change Management; Leading a High Performing Culture; Applied Project Management.

Professional Member

- Australian Linguistic Society. Accredited Linguist (can use post-nominal *ALing*).
- Australian Library and Information Association (ALIA)
- Professional Member (can use post-nominal *ALIA(Allied Field)*).
- Australasian Academic Integrity Network

- Project Lead for the establishment of the University's first student-facing public webpages and Library workshops on generative AI. Academic interest in our resources led to our Generative AI Module becoming a curriculum-embedded mandatory resource across all School of Medicine degrees, a 1st year Health Sciences subject, and a School of Education subject.
- Helped revise guidelines for the Academic Literacy Strategy and lead writer for the Literacies Roadmap developed with the Academic Literacy Advisory Group.
- In 2024, wrote a successful business case for DVCES Funding for Academic Literacy Curriculum Initiatives (~\$70 000) on behalf of the Advisory Group.
- In 2025, worked with Subject Coordinators and Library Staff to embed the university's first university-wide Academic English proficiency diagnostic across 30 first-year undergraduate and postgraduate subjects, reaching over 7000 students, and creating valuable data-points to identify students needing support.
- Introduced new evaluation methods to understand the impact of Library work; conducted first audit of Library resources across the university, used Python to map subject learning outcomes; organised Focus Groups with students - talking to them directly in their classrooms.
- Created position descriptions, recruited, trained and managed a team of eight Casual Academic Literacy Developers. Achieved significant deliverables - subject-specific workshops and self-paced resources.
- Led Library Staff and Student-Staff Partnership Project to redesign the COMM0001 Academic Literacy vUWS site, training a team of Library Staff and Student Partners. In 2025, COMM0001 had over 200 students complete the extra-curricular version, and adapted versions have been embedded into subjects.
- Library representative for various committees and working groups; Academic Literacy Advisory Group, Adobe Creative Campus Management Group, Academic Integrity Working Party.

Researcher

School of Computing Technologies, RMIT

February 2023 – April 2023

- Short-term researcher role after submission of my PhD, funding provided by my PhD Sponsor, the Defence Science and Technology Group (Australian Government).

Key Achievements

- Annotated datasets for Natural Language Processing (NLP) Projects and learnt basics in Python; trained Computer Scientists in linguistics methods

Deputy Dean of Fig Tree Hall, UNSW Colleges

Division of Education and Student Experience, UNSW

September 2019 – January 2023

- Provided leadership in the academic and pastoral care of 150 university residential college students and four residential college staff. Served as Acting Dean when the Dean was on leave.

Key Achievements

- Led a cultural progressive college community of 150 residents – domestic students on equity scholarships (30%) and international students from 26+ countries (70%)

Volunteer Work

Adjunct Supervisor at Macquarie University

I am on the PhD supervisory team for a student in the Faculty of Medicine, Health and Human Science (Linguistics Discipline).

Mentor at Public Education Foundation

Mentoring high school students. In the past I have completed pro-bono work for the COO; advising on social media content and on the design of a research project.

Collaborator at the AI in Education at Oxford University (AIEOU) Hub

Part of a global community of practice of researchers and educators interested in generative AI and education. Reviewer for the inaugural AIEOU conference.

Metrics

Public interest in my research:

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~145 Academic Citations

~8500 Followers on Bluesky

~1300 Followers on LinkedIn

Published in: *Discourse & Communication*, *Social Media + Society*, *The Communication Review*, *Social Semiotics*, *Visual Communication* (Q1 Journals).

- Managed student admission and onboarding process and re-branded the college as the 'culturally progressive option' via the official UNSW Colleges website.
- College Advocate for Respectful Relationships and Mental Health Awareness, and First Responder for sexual assault and mental health crises.
- Part of a network of seven colleges that organised large-scale events (over 700 attendees) such as Orientation Week, Ramadan, and Mardi Gras celebrations.
- Helped transform college operations due to COVID-19; created a meal delivery process for isolating students, and converted weekly academic mentoring and college meeting events into an online format.
- Awarded Lifetime membership of the college (only one of three people awarded this by the college) for my leadership during COVID times and for being the longest serving Deputy Dean at the time. Invited as Guest Speaker in 2025.

Casual Academic and Research Assistant

UNSW and University of Sydney

February 2019 – February 2023

- Held various casual roles as a Guest Lecturer, Educational Materials Developer, Tutor, Marker, and Research Assistant.

Key Achievements

- Guest Lecturer for ARTS2091 Mobile Cultures and ARTS1782 Contemporary Europe in Crisis (developed content for particular units).
- Developed lecture and tutorial materials for ARTS2091 unit on 'Fake News' (a core subject in the UNSW Bachelor of Media Degree).
- Casual academic for LING7273 Media Discourse, ARTS2091 Mobile Culture and ARTS2093 Social Media (cohorts with around 300 students).
- Research Assistant for Division of Impact and Engagement at UNSW Faculty of Arts, Design and Architecture. Topic: Linguistic Analysis of Australian Research Council Project Grants - Impact and Engagement Statements.

Resident Fellow and Student Fellow of Fig Tree Hall

Division of Education and Student Experience, UNSW

February 2017 – August 2019

- Provided academic and pastoral care to 150 university residential college students.

Key Achievements

- Selected when I was an undergraduate student to the role of Student Fellow to mentor fellow students and work with university staff. Selection based on my responsible behaviour, record of volunteer work, and good academic performance.
- Promoted within six months to a fixed-term Professional Staff contract as a Resident Fellow.
- Led the establishment of academic mentoring for Faculty of Arts, Design and Architecture students across all seven residential colleges.