

Position Description – Student Administration Services Assistant

Updated 3 April 2024

POSITION DETAILS	
College/Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Student Administration Services
Supervisor	College Manager, Student Administration Services
Classification	Higher Education Officer level 4
Employment Type	Fixed Term Contract, Full-time

POSITION SUMMARY
<p>Working under routine direction and as part of a university wide Student Administration Services team, the Student Administration Services Assistant provides quality administrative support for a range of student, teaching and learning related matters at a College level.</p> <p>In particular, the position provides effective customer service including responding to routine queries from internal and external stakeholders, assisting with student related administration across the student lifecycle and updating and maintaining accurate records on University systems and databases. The position also assists Topic Coordinators with the preparation and administration of topics, and supplements the administrative support for topic and course development activities as well as placement administration in the College as required.</p> <p>The position works as part of a highly skilled team to provide support services which are compliant with the priorities, principles and objectives underlying the University strategic goals, and assists with the ongoing review of business processes and systems for enhanced innovative business practices and an improved student experience across a range of student administration activities.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> • demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred; • contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; • perform their responsibilities in a manner which reflects and responds to continuous improvement; and • familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p> <p><i>An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University COVID-19 Vaccination Policy (2022). If required, any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption, where relevant.</i></p>

KEY POSITION RESPONSIBILITIES

The Student Administration Services Assistant is accountable for:

1. Providing consistent and high quality administrative services for student, teaching and learning activities in the College.
2. Achieving customer service excellence by assisting with self-service support and resolution of routine queries from students, academics and the public across the student, teaching and learning lifecycles that is in accordance with University policies and procedures.
3. Providing timely and accurate data entry and maintenance for a wide range of student data in University systems, including but not limited to; pre-requisite waivers, cross-institutional/exchange/study abroad enrolments, routine credit applications, results entry, change of grades, supplementary and deferred assessments, thesis submissions and completions, leave of absence, withdrawals, and prizes and awards information.
4. Supporting Topic Coordinators by assisting with the preparation and administration of topics, including but not limited to; setting up relevant University systems (including simple FLO support), preparation and distribution of teaching materials, generate class lists, manage assignments and extensions, Student Evaluation of Teaching (SETs), and provide support for Guest lecturers or events relating to the teaching of a topic (including Transnational Education, if applicable).
5. Generating and providing simple reports relating to student, teaching and learning activity.
6. Undertaking the day-to-day College administration of student records by: managing student files, filing documents, archiving and disposing of files, recording and maintaining confidential student records and related documentation.
7. Assisting with administration relating to the engagement of casual teaching staff.
8. Providing administrative support for the development and review of courses and topics at a College level. Support the transactional administration requirements of short courses and other credentials at a College level.
9. Supplementing support for administrative activities associated with the management of WIL/placements as required (i.e. pre placement checks including but not limited to; language requirements, child protection screening, and vaccinations).
10. Actively promoting collaboration and information exchange and contributing to a quality client service culture where all team members provide a consistently high standard of service to students and staff. Contribute to ongoing improvements of business processes and operational goals.
11. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a certificate qualification relevant to administration, and/or an equivalent combination of relevant experience and/or education and training.
- Demonstrated experience and commitment to providing quality customer service to internal and external stakeholders in a complex service environment.
- Demonstrated high level administrative and organisational skills.
- Ability to use initiative, establish priorities, effectively and efficiently process large volumes of tasks whilst maintaining accuracy and attention to detail, and to meet deadlines.
- Well-developed interpersonal skills with the ability to work both independently and as part of a team, and to liaise effectively with a diverse range of people.
- Demonstrated effective written and verbal communication skills.
- Well-developed IT skills including proficiency in Microsoft Word, Microsoft Excel, databases, Internet and the ability to quickly become competent with other systems and programs as required.
- Knowledge of higher education administrative processes and an understanding of relevant policies and procedures.
- Demonstrated commitment to continuous improvement including the ability to implement initiatives to evaluate business systems, processes and procedures and generating solutions.