

## Position Description – Study Hub Services Officer

Updated 18/11/2024

POSITION DETAILS	
College/Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Division of Student Experience and Management
Supervisor (Title)	College Manager, Student Administration Services
Classification	Higher Education Officer Level 5
Employment Type	Fixed term, part-time

POSITION SUMMARY
<p>Working under general direction, the Study Hub Services Officer provides a customer-focused front-line support service to students, staff and a wide range of stakeholders. Based at one of Flinders Regional, Rural and Remote (RRR) Study Hubs, this is a key role which operates within a local support services team with the aim to positively impact the customer experience and contribute to a welcoming, engaging and activated RRR Study Hub environment.</p> <p>The role is responsible for providing face-to-face, phone and online support through the Customer Relationship Management (CRM) Ask Flinders enquiry portal. As a first point-of-call for a variety of stakeholder enquiries, the Study Hub Services Officer will combine solution-focused customer service with a routine to general knowledge relating to Flinders University and the local needs of those accessing the RRR Study Hub. The position combines the provision of support and administrative services, interpretation and application of University policies and procedures, and referral of enquiries to more specialist services where appropriate. Working closely with Portfolio and College based support services staff, the position is integral to shaping the RRR Study Hub experience through identifying areas for improvement and advocating for the student experience with other areas of the University.</p> <p>The incumbent will be required to work within the RRR Study Hub hours of operation. Some out of hours work may be required.</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"> <li>demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred;</li> <li>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;</li> <li>promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;</li> <li>perform their responsibilities in a manner which reflects and responds to continuous improvement; and</li> <li>familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies.</li> </ul>

*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.*

*SA: Staff working in a health care setting are strongly recommended to be fully vaccinated against COVID-19 in line with the SA Health policy.*

### KEY POSITION RESPONSIBILITIES

The Study Hub Services Officer is accountable for:

1. Providing front-line customer service to a range of stakeholders including future students, current students, staff, and local community members across a variety of enquiry channels, and taking ownership of enquiries, resolving them as first point of contact where possible.
2. Advising and supporting students on a range of student administration and learning services, including but not limited to; enrolment, class registration, timetabling, fees, work integrated learning, library, student learning support services, and student progress activities.
3. Connecting students with the right people and processes across the University to efficiently resolve enquiries through a warm referral process.
4. Interpreting and documenting student enquiries in the Flinders CRM in order to refer enquiries to specialist teams.
5. Adhering to business processes and using informed judgement to manage enquiry follow-up, working collaboratively and positively with other service and support teams at the University.
6. Maintaining a high level of confidentiality in all interactions with students, colleagues and the general public in accordance with the University's Privacy Policy.
7. Creating student-facing correspondence and advice that complies with University policies and procedures
8. Providing on-site support for local recruitment events, orientation events, student focussed activities and community events in conjunction with other teams across the University.
9. Assisting academic staff with the preparation and administration of topics, including but not limited to setting up relevant university systems, distributing teaching materials, running assessments, and supporting guest lecturers or events relating to the teaching of a topic.
10. Working with Portfolio and College student support services to develop regular on-site visit schedules or virtual equivalent, including publicity and appointment bookings.
11. Supporting the creation and updating of local documentation for new and established procedures, in conjunction with relevant university staff, to drive consistency, efficiency and accountability across RRR Study Hub sites and relevant support areas.
12. Working collaboratively with existing student services staff at RRR Study Hubs to improve service delivery and the overall student experience for all students.
13. 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 degree or equivalent combination of relevant experience and/or education/training.
- Effective to well-developed customer service skills and experience in a front-line customer service environment where a positive, engaged and solution-focused approach is required.
- Effective to well-developed written and verbal interpersonal skills and the ability to develop, maintain and enhance relationships with a broad range of stakeholders.
- Demonstrated ability to work autonomously and show initiative.

- Demonstrated ability to contribute to a positive team culture and to develop and foster networks with staff across the University.
- Effective to well-developed organisational, time and workload management skills, including ability to prioritise workload to meet strict deadlines.
- Demonstrated commitment to continuous improvement including the ability to implement initiatives to enhance business systems, processes and procedures to improve the customer experience.
- Demonstrated ability to carry out tasks maintaining high levels of integrity, confidentiality and sensitivity.
- Experience in event management, planning or delivery (desirable).
- Experience in the use of Customer Relationship Management (CRM) systems or equivalent (desirable).

FLINDERS