

Position Description – Admissions Systems and Operations Officer

Updated 27 August 2026

POSITION DETAILS

Portfolio	Deputy Vice Chancellor (Students)
Organisational Unit	Student Administration Services
Supervisor (Title)	Senior Manager, Admissions
Classification	Higher Education Officer Level 6
Employment Type	Continuing, Full-Time

POSITION SUMMARY

Under general to broad direction, the Admissions Systems and Operations Officer is responsible for the ongoing maintenance, enhancement and development of admissions systems and associated workflow processes.

The position is responsible for ensuring relevant systems function at an optimal level to support the processing of international and domestic student applications, including configuring and maintaining course lists and application settings, and system communication templates, to ensure accuracy and consistency of information for prospective students and University partners. The position has a strong focus on customer and partner experience through efficiency of application processing and outcomes.

The role will work closely with the Manager, Admissions and Coordinator, Admissions, to optimise admissions operations to contribute towards University's student recruitment goals.

The position may require work outside of normal hours with restrictions on taking extended leave during peak periods.

UNIVERSITY EXPECTATIONS AND VALUES

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:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation and Excellence
- demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent.
- 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 Work Health and Safety, Injury Management and Equal Opportunity policies.

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Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender Based Violence (2025), and a Nationally Coordinated Criminal History Check.

KEY POSITION RESPONSIBILITIES

The Admissions Systems and Operations Officer is accountable for:

1. Supporting the day-to-day processing of international and domestic student applications by ensuring systems associated with the admissions process function at an optimal level, minimising turnaround times, ensuring efficiency of process and supporting business outcomes.
2. Maintaining and improving systems related standard operating procedures and ensuring that staff are adequately onboarded, supported and trained in the functionality and effective use of systems and processes.
3. Documenting and reviewing systems and operational processes to continually improve admissions systems and address/resolve problems in a timely and responsive manner to meet the changing requirements of prospective students and University partners.
4. Actively representing Flinders Admissions in appropriate internal working groups and with external stakeholders to advocate and enhance system capacity through collaboration and engagement.
5. Maintaining and managing quality assurance elements of the international and domestic admissions systems-related processes against benchmarking indicators, including coordinating internal audits and implementing agreed recommendations to ensure consistency of systems and processes, and adherence to University policy and procedures.
6. Ensuring the integrity, quality and functionality of admissions systems is of a high standard.
7. Ensuring relevant information is updated and maintained in admissions related systems.
8. Configuring and maintaining course and application settings, and communication templates across relevant admissions systems to ensure accuracy and consistency of information for prospective students and University partners.
9. Producing regular operational reporting on application, offer and enrolment activity to support admissions and recruitment decision making.
10. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a degree and relevant experience or an equivalent combination of extensive relevant experience and education/training.
- Demonstrated experience and skills in identifying and managing enhanced system and process improvement that utilises knowledge of digital literacy and relevant systems.
- High level analytical skills enabling the formulation and implementation of practical and/or innovative solutions to complex problems.

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- Demonstrated evidence of capacity to learn quickly, be technology savvy and stay current on changing product features and services.
- Demonstrated experience and commitment to delivery of high-level customer service including fostering and maintaining a strong client focused culture in a team environment.
- Demonstrated strong planning and project coordination skills and an ability to set priorities, manage complex workflows with non-negotiable deadlines and be flexible and open to implementing change.
- Well-developed written and oral communication skills including experience in providing training for groups and individuals as it applies to technology and business processes.
- Demonstrated experience working with international and domestic students, including a demonstrated understanding of other cultures and ability to communicate in a cross-cultural working environment.
- Demonstrated knowledge of the ESOS Act, Government visa policies and the National Code as they relate to the assessment and issuance of international student applications and agent management.
- Demonstrated experience with, or ability to quickly acquire proficiency in, student administration and admissions systems relevant to the role, such as StudyLink, TechOne, CiA and SATAC.
- Experience producing operational or data reporting, including using tools such as PowerBI, to support business decision making.



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