

Position Description – Coordinator, Admissions

Updated 22 July 2026

POSITION DETAILS

College/Portfolio	Deputy Vice Chancellor (Students)
Organisational Unit	Student Administration Services
Supervisor (Title)	Manager, Admissions
Classification	Higher Education Officer level 7
Employment Type	Continuing, full-time

POSITION SUMMARY

Under broad direction, the Coordinator, Admissions is responsible for providing support to the Manager, Admissions in overseeing Admissions Operations, including team leadership, staff supervision and development, daily workflow, and operational processes related to both domestic and international student applications. The Coordinator, Admissions drives continuous improvement of admissions processes and supports effective stakeholder communication, contributes to system enhancements, ensuring high standards are delivered to clients and other relevant stakeholders across a range of courses and recruitment channels.

The position has a strong focus on quality assurance and in ensuring procedures and outcomes are aligned to legislative frameworks and standards relating to domestic and international student admissions.

The position may require work outside of normal hours with restrictions on taking extended leave during peak work 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 Coordinator, Admissions is accountable for:

- Supporting the Manager, Admissions in the oversight of application workflow and business performance, ensuring application processing is delivered with a customer service focus within identified timelines.
- Leading and motivating Admissions Officers and Advisors within the Admissions team to deliver high quality output within agreed turnaround timelines, including effectively supervising, mentoring and managing their performance and ongoing development.
- Working with internal and external stakeholders in the regular review and improvement of admissions operations and services to meet the changing requirements of prospective students, applicants and the University, and working with the Manager, Admissions to develop, implement, evaluate and report on business performance.
- Maintaining and improving standard operating procedures, processes, training, tools and frameworks to ensure Admissions staff are adequately skilled, supported, mentored and equipped for induction, skills development, cross-skilling and succession planning.
- Providing expert advice and assistance to a range of key stakeholders, including prospective students, recruitment teams, College staff ensuring a seamless and timely response consistent with University standards and processes.
- Ensuring that the activities of the Admissions team are compliant with all relevant major internal and external policy frameworks, recognised standards and legislative requirements.
- Maintaining quality assurance of the international admissions process against benchmarking indicators, and adherence to University policies and procedures, including coordinating internal audits and implementing agreed recommendations.
- Representing admissions on appropriate internal and external groups and committees at central portfolio, college and University levels, and providing high level advice on University systems and risk assessment processes related to student admissions.
- Effectively managing the communication of admissions and course information to key stakeholders and ensuring relevant information is updated and maintained in admissions related systems.
- Contributing towards a positive workplace culture that fosters and values collaboration, diversity and inclusiveness, including actively promoting collaboration and information exchange to contribute to a quality client service culture where all team members provide a consistently high standard of service to students and staff.
- Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

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KEY POSITION CAPABILITIES

- Completion of a degree with recent relevant experience or an equivalent combination of extensive relevant experience and education/training.
- Demonstrated experience in managing resources, operations and monitoring workflow, in a team and performance-based, customer focused environment.
- Demonstrated skills in leading and managing performance and development of staff within a performance-based team environment.
- Demonstrated ability to exercise independent judgement within broad guidelines and work with a high level of initiative and decision-making in interpreting and providing strategic advice on policies and procedures.
- Demonstrated experience in ensuring that activities are compliant with all relevant major internal and external policy frameworks, recognised standards and legislative requirements.
- Demonstrated knowledge of the ESOS Act, Government visa policies and the National Code as they related to the assessment and issuance of international student applications.
- Demonstrated well developed to high level written and oral communication skills, including the ability to write reports and discussion/briefing papers for a range of audiences.
- Demonstrated well developed to high level analytical, problem-solving, critical thinking, facilitation, influencing and negotiation skills.
- 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 operational skills and an ability to set priorities, manage complex workflows with non-negotiable deadlines and be flexible and open to implementing change.
- Demonstrated experience working with students, including an understanding of other cultures and the ability to communicate in a cross-cultural working environment (desirable).

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