

Position Description – Coordinator, Enrolment and Student Progress, Doctor of Medicine

Updated 23 June 2026

POSITION DETAILS

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

POSITION SUMMARY

Working under broad direction as part of the University-wide Student Administration Services team, the Coordinator, Enrolment and Student Progress, Doctor of Medicine provides dedicated planning, coordination and operational support for enrolment, assessment and student progress matters within the College of Medicine and Public Health. The Doctor of Medicine is a specialised professional program with significant assessment activity, progression requirements, clinical placement considerations and stakeholder dependencies. The role provides oversight and coordination to support timely, consistent and high-quality administration across the MD student lifecycle, aligned with University policy, College requirements and relevant professional program expectations.

In particular, the position is responsible for holistic enrolment and student progress support, including enrolment and course advice, study plan management, assessment and examination support, student progress and At Risk processes, results, prizes and awards, completions, and related committee support. It also acts as an escalation point for SAS advisors in the College service team and provides specialised guidance on MD-related matters, including the interpretation of relevant policies and operational procedures.

The position works closely with the College Manager, Student Administration Services, the Senior Assessment and Results Officer (SARO); other Coordinator, Enrolment and Student Progress (CESP) roles, MD academic and professional staff, central timetabling and other key stakeholders to improve business processes, strengthen information flow, support continuity of service and contribute to a positive student experience.

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;

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- 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.

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, Enrolment and Student Progress, Doctor of Medicine is accountable for:

1. Coordinating the delivery of timely, consistent and high-quality enrolment, assessment and student progress services for the Doctor of Medicine program, including resolving complex student enquiries and cases in line with University policy, procedures, College requirements and relevant legislation.
2. Acting as an escalation point and subject matter expert for MD enrolment, course planning, assessment and student progress matters, providing impartial advice and support to College Executive staff, academic staff, professional staff, external stakeholders and relevant committees. This includes interpretation of policies, statutes, regulations and administrative procedures, particularly for sensitive, high-risk or non-standard cases with limited precedent.
3. Coordinating and monitoring high-volume assessment and examination administration activities for the MD program, including assessment scheduling, results processes, assessment-related communications, reporting, quality checks and follow-up actions in collaboration with relevant academic and professional staff.
4. Contributing to student administration activities across the MD student lifecycle, including study plan management, enrolment and course advice, enrolment variations, credit or advanced standing where applicable, student progress and At-Risk activities, assessment and examination support, research-related administration where required, results entry, prizes and awards, and completions.
5. Ensuring the coordination of At Risk, show cause and preclusion activities for MD students, including meeting with students, preparing documentation, interpreting relevant policies and appeals processes, and ensuring student progress outcomes are appropriately recorded, communicated and aligned with professional program requirements.
6. Providing executive support to agreed University or College-endorsed assessment, student progress and MD-related governance committees relevant to the role. This includes preparation of agendas, minutes, correspondence, reports, briefing documents and discussion papers, and taking follow-up actions as required.
7. Supporting effective coordination between Student Administration Services, MD program leadership, academic staff, clinical education stakeholders, central timetabling and other relevant University areas to ensure MD administrative processes, timetable-related dependencies and change impacts are understood, consistently applied and appropriately escalated.

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8. Assisting with communication strategies to ensure MD students and staff are kept informed of relevant changes to operational processes, timetable-related arrangements, policy, course requirements, assessment requirements and student progress matters.
9. Providing student administration reports, data checks and analysis to support College and University business, planning, accreditation, quality assurance and decision-making activities relating to the MD program.
10. Contributing to ongoing improvement of MD-related student administration processes and operational goals, including the review, development and implementation of procedures, service expectations, communication protocols, training materials and support tools to improve consistency, clarify responsibilities and reduce reliance on manual or person-dependent workarounds.
11. Contributing to coordination and service continuity across College programs as required, working collaboratively with the other Coordinator, Enrolment and Student Progress role to share knowledge, support consistent practice and reduce reliance on a single role.
12. 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.
- Experience managing student administration services in a large, diverse and dynamic work environment, including providing advice and recommendations on specialised or sensitive operational matters to senior staff.
- Demonstrated ability to coordinate interdependent administrative processes across multiple stakeholders and systems, including identifying operational risks, managing change impacts and supporting clear information flow in a dynamic program environment.
- High level organisational, planning and analytical skills, including excellent attention to detail and the ability to prepare meaningful reports, submissions, correspondence and briefing materials for a range of audiences.
- Demonstrated ability to interpret, apply and provide advice on higher education policies, procedures and student administration requirements, including in complex, sensitive or high-risk student cases.
- Demonstrated ability to identify and lead continuous process improvement activities and evaluate administrative systems and procedures to support effective, consistent and student-centred service delivery.
- Ability to provide leadership and contribute to a workplace culture that motivates, guides and supports staff to deliver customer service excellence, business improvement and effective collaboration across teams.
- Highly developed communication and interpersonal skills, including the ability to provide clear advice, negotiate outcomes, manage sensitive matters and build effective relationships with students, academic staff, professional staff and external stakeholders.
- Well-developed proficiency with the use of student information, reporting and data systems and related software, as well as the Microsoft Office suite of programs.
- Knowledge of higher education administrative business processes, professional program administration, assessment administration and student progress requirements would be an advantage.

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