

Position Description – *Transnational Education Advisor*

Updated 24/08/2026

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Curriculum Impact
Supervisor (Title)	Manager Transnational Education
Classification	Higher Education Officer Level 6
Employment Type	Continuing, full-time

POSITION SUMMARY
Working under general to broad supervision and as part of a university-wide Curriculum Impact team, the Transnational Education Advisor supports the effective administration and coordination of student-centred services for transnational education programs and branch campus delivery. The Transnational Education Advisor contributes to the off-shore partners' delivery of high-quality student administration services across the student lifecycle, including admissions coordination, enrolment, study plans, timetabling, academic and teaching administration support, assessment, progression, results, completions, graduations, records management and related student communications. The role works closely with branch campus teams and partner institutions, Colleges, academic staff, Student Administration Services and other University service areas to support consistent, compliant and responsive service delivery across transnational education locations. It triages queries to ensure provision of timely advice, coordinates operational processes, supports implementation of academic and administrative decisions, and contributes to continuous improvement of systems, procedures and service practices.

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, 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. <i>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</i>



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 Transnational Education Advisor is accountable for:

1. Contributing to the planning, coordination and delivery of high-quality student-centred services for transnational education programs and branch campus operations, consistent with University policy, procedures, service expectations and relevant regulatory requirements.
2. Coordinating and administering student lifecycle and academic administration activities, including admissions support, enrolment, study plan management, timetabling and class registration, credit, student records, progression, assessment, results, prizes and awards, completions, graduations, enrolment variations and related academic governance processes.
3. Supporting academics and Colleges with teaching and learning administration for transnational education delivery, including scheduling, teaching-related timelines, topic and assessment administration, FLO-related coordination and implementation of approved academic and administrative decisions.
4. Acting as a key contact for students, staff, academic areas and education partners, providing advice and support on student administration processes, course information, operational requirements and transnational education matters, and coordinating onboarding, orientation, transition activities and related communications.
5. Developing and implementing operational communications and working collaboratively with Colleges, Student Administration Services, branch campus teams, partner institutions and other University service areas to support integrated and responsive service delivery
6. Maintaining positive and professional relationships with internal and external stakeholders to support effective transnational education delivery and a consistent student experience across locations.
7. Preparing and maintaining operational and student administration information and contributing to the review and continuous improvement of business processes, systems, procedures, training resources and support tools that support effective service delivery.
8. 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 with subsequent relevant experience or an equivalent combination of relevant experience and/or education/training.
- Experience in coordination and provision of support services in a large, diverse and dynamic environment.
- Well-developed and highly effective communication, customer service and interpersonal skills, with the ability to develop, maintain and enhance relationships with students, staff and other stakeholders, locally and internationally, with respect for cultural and language differences.
- Proven ability to make decisions and apply high-level judgement and problem-solving skills when dealing with sensitive, complex matters.
- Demonstrated ability to work independently, accurately and with close attention to detail as well as working collaboratively as part of a team to deliver operational services in a high-volume work environment and achieving strategic outcomes.
- Demonstrated ability to interpret administrative policies and procedures, provide a range of related advice and to recommend solutions for operational matters to a variety of stakeholders.
- Demonstrated ability to exercise initiative, establish priorities and manage complex workflows with non-negotiable deadlines.
- Well developed written and oral communication skills, with the ability to provide reports, written information and presentations for a range of audiences.

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- Demonstrated ability to collect, analyse and interpret data and proficiency in working with database systems such as a student management information system and the Microsoft Office suite of programs.
- Demonstrated commitment to continuous business process improvement initiatives to evaluate business systems, policies, processes and procedures and generating solutions.
- An understanding of student administration services in the Higher Education sector, particularly in the context of transnational education delivery.
- Language skills (particularly in Asian languages) (*desirable*).



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