

Position Description – College Support Officer

Updated 3 November 2025

POSITION DETAILS

College/Portfolio	Corporate Services
Organisational Unit	Operations Support
Supervisor (Title)	Executive Officer
Classification	Higher Education Officer Level 5
Employment Type	Fixed-Term, Part-time

POSITION SUMMARY

The College Support Officer is responsible for providing a range of administrative tasks, which encompasses executive assistance to senior college leadership, events management, committee support, organisational, project and operational support tasks, for and on behalf of, the College.

A key focus of the position is to address a range of incoming matters and general enquiries across functional areas in a timely and efficient manner, either directly or by referral to the appropriate officer. The College Support Officer will also provide administrative support to a range of college based projects.

The position operates within a pooled support team that collectively supports the College and the College leadership group. In liaison with the Senior College Support Officer, the team ensures a coordinated approach across all areas of operational support. Under general supervision, the incumbent can expect to provide general support to the broader University leadership team during absences of other team members.

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 *Work Health and Safety, Injury Management and Equal Opportunity* policies.

A Nationally Coordinated Criminal History Check (NCCHC) which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.

KEY POSITION RESPONSIBILITIES

The College Support Officer is responsible for:

- Providing day to day administration support by undertaking the following:
 - general administration duties including mail and mail distribution, purchasing (stationery, office and staff kitchen supplies, computers, etc.) and maintaining appropriate stock levels;
 - managing catering orders for meetings, events and interviews;
 - supporting onboarding and offboarding processes; and
 - front line and reception duties when required.
- Providing administrative support for meetings, committees and/or working groups, including preparing agendas, taking minutes and undertaking follow-up work as requested.
- Providing executive assistance to senior leadership in a timely and effective manner, including but not limited to:
 - email management;
 - calendar management;
 - preparing, editing and distributing professional-standard written material, including correspondence, background material, reports and presentations;
 - organising and supporting meetings, interviews, functions, conferences and special events;
 - organising travel as required; and
 - support with financial administration tasks.
- Providing a range of administrative support services to senior leadership including:
 - responding to enquiries in a confidential and culturally sensitive manner;
 - researching and providing advice and information on a range of matters; and
 - managing information and producing accurate and timely reports as required.
- Providing administrative support to college based projects, including team communication support and meeting coordination.
- Building and sustaining positive working relationships with a range of key stakeholders relevant to senior leadership.
- Providing administrative support for external visitors, including travel, accommodation, function logistics and workspaces as required.
- Identifying and contributing to continuous improvements in systems, processes and service delivery, participating in learning and development activities and effectively collaborating with all staff to ensure a positive workplace culture.
- Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Relevant tertiary qualification, or equivalent combination of experience and/or education and/or training.
- Demonstrated experience supporting committees or working groups including preparation of agendas, minutes, action lists and other documents.
- Effective to well-developed written communication skills with capacity to prepare correspondence, agendas, minutes, briefs, and other documents and respond to enquiries confidentially and autonomously.
- Effective to well-developed interpersonal and oral communication skills and the ability to relate to a wide range of staff at all levels.
- Demonstrated experience in coordinating and administering events or functions.
- Executive assistant experience, demonstrating an ability to provide executive assistance, project support and administrative services, including an ability to use judgement, initiative, and confidentiality to support the activities of senior leadership.
- Demonstrated commitment to high quality outcomes, including an attention to detail, the ability to research and collate information from a wide range of sources, and an ability to relate tasks to the wider context.
- Informed problem-solving capabilities and the ability to work with general supervision to determine and prioritise tasks and meet deadlines.
- Sound knowledge of contemporary administrative systems, software and practices, and an ability to interpret and apply a range of relevant policies and procedures within a large and complex organisation