

## Position Description - Administration Assistant: Exams, Achievement and Graduations

Updated 23 February 2024

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Student Administration Services
Supervisor (Title)	Manager: Exams, Achievement and Graduations
Classification	Higher Education Officer Level 4
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Working under routine to general direction and as part of a university wide Student Administration Services team, the Administration Assistant: Exams, Achievement and Graduations contributes to the administration and delivery of student-centred support services across the student lifecycle. The position assists with a range of operational and administrative activities as well as contributing to the running of university examination and graduation events. The position collaborates closely with internal and external stakeholders for the delivery of high-quality services to both students and staff and plays an important role in contributing to effective processes and enhanced innovative business practices for a broad range of student progress activities. Some out of hours work may be required.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>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:</p> <ul style="list-style-type: none"> <li>• demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred;</li> <li>• contribute to the efficient and effective functioning of the team or work unit in order 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;</li> <li>• promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;</li> <li>• perform their responsibilities in a manner which reflects and responds to continuous improvement; and</li> <li>• familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies.</li> </ul> <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p> <p><i>An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University <a href="#">COVID-19 Vaccination Policy (2022)</a>. If required, any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption, where relevant.</i></p>

### KEY POSITION RESPONSIBILITIES

The Administration Assistant: Exams, Achievement and Graduations is accountable for:

1. Contributing to the administration of an integrated delivery and conduct of high-quality student administration services across the University.
2. Providing consistent and effective customer support and advice to students, University staff and the public regarding student administration related matters, ensuring enquiries are resolved at the earliest contact point.
3. Assisting with the university wide administration of a range of activities relating to student administration services, including but not limited to:
  - Prizes and awards processes; and
  - Examination, completion and graduation support (including assisting with the planning, set-up and running of University examination and graduation events).
4. Administering daily team operation tasks including; coordinating and administering academic transcripts, Australian Higher Education Graduation Statements (AHEGS) and testamur printing and postage processes (including Absentia Conferrals) and assisting with the verification of awards.
5. Assisting with the day-to-day administration and promulgation of student record practices including managing student files, filing documents, archiving and disposing of files, recording and maintaining confidential student records and related documentation.
6. Assisting with the development, testing and implementation of student administration related business processes and policies and ongoing improvements of business processes and operational goals including; reviews and development of procedures, processes, training packages and support tools.
7. Assisting with facilitating the timely delivery of comprehensive, high-quality reporting as required, by the Government, University policy, agreements and relevant legislation.
8. Assisting in actively promoting collaboration and information exchange and contributing to a quality client service culture where all team members provide a consistently high standard of service to students and staff.
9. 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 diploma level qualification relevant to administration, and/or an equivalent combination of relevant experience and/or education and training.
- Demonstrated effective administrative and organisational skills.
- Demonstrated commitment to providing responsive, high-quality service and to contribute towards continuous improvement initiatives to evaluate business systems, processes and procedures and generating solutions.
- Effective computing skills and experience in the use of a computerised information system for performing tasks requiring a high level of attention to detail, numeracy and accuracy.
- Ability to interpret and follow rules and procedures within routine to somewhat complex work.
- Effective verbal and written communication and interpersonal skills, including the ability to communicate professionally via telephone, email and in person with a broad range of staff, students and the public.
- Capacity to establish priorities to meet tight deadlines and balance competing demands independently and as part of a team under routine to general supervision.
- Knowledge and/or experience in the Higher Education Sector (desired).