

## Position Description – Administration Officer: Exams, Achievement and Graduations

Updated 23 February 2024

### POSITION DETAILS

<b>Portfolio</b>	<b>Deputy Vice-Chancellor (Students)</b>
<b>Organisational Unit</b>	<b>Student Administration Services</b>
<b>Supervisor</b>	<b>Manager: Exams, Achievement and Graduations</b>
<b>Classification</b>	<b>Higher Education Officer Level 5</b>
<b>Employment Type</b>	<b>Continuing, full-time</b>

### POSITION SUMMARY

Working under general supervision and as part of a university wide Student Administration Services team, the Administration Officer: Exams, Achievement and Graduations contributes to the planning and delivery of student-centred support services across the student lifecycle, from enrolments through to graduations.

In particular, the position is responsible for the administration and support of a range of enrolment, assessment, and graduation services across the University, as well as contributing to the event management and operational support 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 developing and promoting effective processes and enhanced innovative business practices for a broad range of student progress activities. Some out of hours work may be required.

### 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 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;
- 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 National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.

An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University [COVID-19 Vaccination Policy \(2022\)](#). 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.

### KEY POSITION RESPONSIBILITIES

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

1. Contributing to the planning and administration of an integrated delivery and conduct of high-quality student administration services across the University.
2. Responding to a wide range of routine to complex queries from stakeholders (including students, parents, University staff and external organisations) and provide high quality customer support and advice on policy and operational matters relating to student administration support services.
3. Coordinating and/or assisting with the university wide administration of a range of complex activities relating to student administration services, including but not limited to:
  - results entry, assessment, and examination support;
  - prizes and awards processes;
  - completions, degree conferral and graduations support (including the coordination and provision of transcript and testamur services for ceremonies and Absentia conferrals); and
  - assisting with the set-up of venues and running of University examination and graduation events.
4. Drafting and producing routine to complex correspondence and communications to staff and students, document routine processes, and contribute to the review and maintenance of student administration related websites, frequently asked questions, and other published advice with accurate information.
5. Maintaining accurate records on the University's Student System and related computer systems/timetabling software.
6. Contributing to the development, testing and implementation of student administration related business processes and policies and other ongoing business process improvements.
7. Actively promoting collaboration and information exchange and contribute to a quality client service culture where all team members provide a consistently high standard of service to students and staff. Maintaining positive and professional networks and liaise with University colleagues, Government and other external agencies as required.
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 or equivalent combination of relevant experience and/or education/training.
- Demonstrated ability to provide high quality customer service to internal and external customers and build ongoing working relationships with staff at all levels of the organisation.
- Demonstrated effective to well-developed written and oral communication skills, including the ability to communicate in a professional manner with students and staff at all levels across a range of channels, e.g. face to face, telephone, email, social media.
- Demonstrated experience in assisting with the organisation of large-scale events.
- Demonstrated ability to establish priorities, multitask and meet multiple deadlines, especially during peak times, both independently and as a member of the team.
- Demonstrated initiative and judgement to solve problems and achieve section goals with limited supervision.
- Demonstrated commitment to continuous business process improvement initiatives to evaluate business systems, policies, processes and procedures and generating solutions.
- Effective to well-developed computing skills (Word, Excel, PowerPoint) including experience in using student information systems and related software.
- Knowledge and/or experience in the Higher Education Sector would be an advantage.