

Position Description – Admissions Officer

Updated 19/03/2026

POSITION DETAILS

Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Student Administration Services
Supervisor (Title)	Senior Manager, International Admissions
Classification	Higher Education Officer Level 5
Employment Type	Continuing, full-time

POSITION SUMMARY

Under general direction, as part of the Flinders Admissions Team, the Admissions Officer is responsible for a range of tasks relating to the assessment and admission of international and domestic students to directly to the University and through the South Australian Tertiary Admissions Centre (SATAC), with a particular focus on contributing to high level client service delivery in the assessment of applications, and issuance of offers.

They will be required to have a well-developed understanding of all aspects associated with the student admissions cycle, and assist with the development, promotion and maintenance of the University's admissions activities.

The position may require work outside of normal business hours, including attending recruitment events. Restrictions on taking leave during peak work periods also apply.

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;
- 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 current Nationally Coordinated Criminal History Check which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position. A criminal record will not automatically disqualify a candidate from consideration. Each case will be assessed on its individual merits and relevance to the inherent requirements of the role.

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Every One Matters.**

Agenda 2035



KEY POSITION RESPONSIBILITIES

The Admissions Officer is accountable for:

1. Ensuring the effective and efficient processing of domestic and international student applications on a day-to-day basis in accordance with organisational objectives across a range of courses and recruitment channels, including but not limited to:
 - a. Direct entry applicants;
 - b. Sponsored applicants;
 - c. Pathway packaged applicants;
 - d. Joint/Dual/Articulation degree programs; and
 - e. Offshore programs.
2. Working within Standard Operating Procedures relating to admissions policies, procedures and systems, whilst contributing to the continuous improvement of these to ensure a high-level of customer service is maintained at all times and within defined organisational timelines.
3. Maintaining accurate records in the University's Admission and Student systems.
4. Providing specialist advice to the prospective students and recruitment teams to support successful recruitment outcomes. Supporting the development of new initiatives in the University which will assist in meeting recruitment targets and managing workload.
5. Liaising with relevant stakeholders both internal and external in relation to applications, including academic qualification equivalence, credit transfer, limited intake courses and other arrangements.
6. Applying comprehensive knowledge of established practices and procedures as they relate in all aspects of the range of admissions and operations.
7. 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 qualification and/or an equivalent combination of relevant experience and/or education and/or training.
- Demonstrated high-level administrative skills including data entry, word processing, with a commitment to attention to detail, speed, accuracy, and an ability to be solution focused.
- Demonstrated experience and commitment to delivery of high-level customer service including contributing towards a strong client focused culture in a team environment. Well-developed organisational skills including demonstrated experience in meeting operational objectives for on-going tasks and specific tasks/projects in a complex business environment.
- Well-developed computing skills including the ability to effectively utilise web and computer-based systems and familiarity with the Microsoft suite of programs and experience in the use of CRM systems.
- Well-developed interpersonal and oral communication skills that contribute to effective operational processes and build constructive relationships.
- Demonstrated experience working with future students, including an understanding of other cultures and the ability to communicate in a cross-cultural working environment.
- Well-developed oral and written communication skills including a good phone manner (and demonstrated ability to respond to enquiries across a broad range of areas/information).
- Knowledge of University course structures, academic and student policies and procedures, and the ability to interpret and apply University policies and procedures.
- A general understanding of the ESOS Act, Government visa policies, compliance and the National Code as they relate to the assessment and issuance of student offers.

