

Position Description – City Campus Services and Operations Officer

Updated 12/01/2026

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Student Experience and Management
Supervisor (Title)	Senior Manager, City Campus Services
Classification	Higher Education Officer Level 5
Employment Type	Fixed-term, Full-time

POSITION SUMMARY
<p>Under general direction, the City Campus Services and Operations Officer will provide customer-focused support across student services, campus and event operations at Flinders' City Campus. It is a key role within the City Campus Services team providing student, administrative and events support within a matrix structure.</p> <p>The role is responsible for supporting high quality frontline customer services as a first point-of-call for an extensive range of stakeholder enquiries. The City Campus Services and Operations Officer will combine exceptional solution-focused customer service with broad knowledge relating to Flinders University and the City Campus. The role is also responsible for supporting the efficient running and continual improvement of campus operations, including ad-hoc review, liaison and approval of booking requests in teaching spaces, conducting audits and restocking for supplies across campus (student kitchens, teaching rooms, meeting rooms, first aid, stationery, and pinboards), supporting wayfinding updates, overseeing maintenance Service One requests, including coordinating furniture deep cleaning with the relevant department, and supporting activation activities across the campus, as needed. The City Campus Services and Operations Officer also plays an important part in supporting City Campus governance committees including scheduling meetings, coordinating agenda, minutes, action and decision registers, and assisting with follow-up items.</p> <p>Working closely with portfolio and college-based staff, the position plays a vital role in shaping the customer experience. Working in a multi-disciplinary team, this role has a focus on continually improving the customer experience by identifying areas for improvement and advocating for the best student and customer experience with other areas of the University.</p> <p>The incumbent may be required to work within the Flinders' City Campus hours of operation, these being 8am to 8pm. Hours of work may be undertaken on a rostered arrangement.</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"> 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 City Campus Services and Operations Officer is accountable for:

1. Supporting high quality front-line customer service to a wide variety of stakeholders including future students, current students, staff, industry and external visitors, ensuring timely and effective resolution of enquiries as the primary focus of all activities.
2. Connecting customers with the right people and processes across the University to efficiently resolve enquiries through a warm referral process.
3. Providing a range of operational support services to ensure the smooth, day-to-day functioning of the City Campus including maintaining campus consumables and stationery and conducting consumable audits to improve the campus environment.
4. Providing a range of event support services within a matrix structure to ensure the timely and effective management of events and related logistics, including approving non-teaching bookings and maintaining the campus events and activation calendar.
5. Providing administrative and operational support to City Campus governance committees including preparing agendas and minutes, scheduling meetings, distributing documentation and assisting with follow-up actions.
6. Maintaining a high level of confidentiality in all interactions with students, colleagues and the general public.
7. Maintaining positive, collaborative relationships with a wide variety of other student service providers throughout the University.
8. Creating and updating of documentation for new and established procedures within City Campus in order to drive consistency, efficiency and accountability in all facets of customer and operational support.
9. Providing campus safety and emergency management support through warden and/or first aid duties and business continuity support.
10. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a degree or an equivalent combination of relevant experience and/or education and/or training.
- High level customer service skills, including the ability to develop, maintain and enhance relationships with a diverse range of stakeholders, and successfully manage difficult customer interactions while contributing to a positive team culture.
- Experience working with multiple stakeholders in the support of engagement activities, events and related logistics.
- Experience providing administration and/or operational support, with a proactive, solution-focused mindset.

- Effective to well-developed written communication skills with capacity to prepare a variety of documents and respond to enquiries confidentially and autonomously.
- Effective to well-developed organisational and time management skills, with the ability to work both with supervision and independently according to defined priorities to meet deadlines and take initiative as required.
- Demonstrated commitment to solution-focused, high-quality outcomes, with a high level of attention to detail to drive continuous improvement to enhance business systems, processes and procedures.
- Proficient in the Microsoft 365 suite, especially Word, Excel, Outlook, and Teams, with experience in student administration and CRM systems (i.e. Microsoft Dynamics) and/or service queue management experience a plus.

FEMINAL