

Position Description – *Indigenous Student Success Officer (Identified)*

Updated 27/04/2026

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Office of Indigenous Strategy and Engagement
Supervisor (Title)	Manager Yungkurinthe Student Engagement
Classification	Higher Education Officer Level 6
Employment Type	Fixed-term, 0.4FTE

The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and s65 of the Equal Opportunity Act 1984 (SA). The position is therefore only open to Aboriginal and Torres Strait Islander people'

POSITION SUMMARY
<p>Working under general to broad direction the Indigenous Student Success Officer will work as part of the Yungkurinthe Student Engagement (YSE) team to provide support and advocacy services to Indigenous students enrolled at Flinders University. In particular, the position is responsible for providing students with one-on-one support throughout the student lifecycle on a range of matters, from pre-enrolment advice through to post graduate studies and assisting with pathways to further study or employment.</p> <p>The Indigenous Student Success Officer is responsible for liaison with a wide range of university academic and professional staff to ensure the provision of an effective and efficient service within available resources including appropriate referrals to other university services, including Health, Counselling and Disability services. The Indigenous Student Success Officer will also provide support to the Access and Outreach Project Officer for outreach activities run by the YSE.</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 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 <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment</i></p>



checks and declarations, each of which must be satisfactory to the University. This includes a Gender-Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025), and a Nationally Coordinated Criminal History Check.

In addition, it is a requirement of this position that the incumbent maintain a current Working With Children Check which is satisfactory to the University in accordance with the Child Safety (Prohibited Persons) Act 2016 (SA).

KEY POSITION RESPONSIBILITIES

The Indigenous Student Success Officer is accountable for:

1. Delivery, coordination and administration of services to students who identify as Australian Aboriginal and/or Torres Strait Islander including services related to pre-enrolment, foundation program, undergraduate and postgraduate studies.
2. Liaison with a wide range of university academic and professional staff to ensure the provision of effective services within available resources to meet student needs.
3. Provision of direct support to Aboriginal and/or Torres Strait Islander students to develop individual learning plans.
4. Facilitating student access to relevant support services including tutoring, health, counselling and disability services, housing, AbStudy, scholarships and cadetships and other available services to enable positive outcomes.
5. Provision of support to the Access and Outreach Project Officer for outreach activities run by the YSE including on-campus student recruitment events and Open Days, expos, NAIDOC and Reconciliation Week.
6. There may be a requirement for the Indigenous Student Success Officer to work after hours, weekends and travel interstate.
7. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University

KEY POSITION CAPABILITIES

- Tertiary qualification in Education, Business or other relevant qualifications, or relevant experience.
- Excellent level of customer service skills, including excellent written and verbal interpersonal skills and the ability to provide reports, written information and presentations for a range of audiences.
- Experience in providing mentoring and support services for Aboriginal and/or Torres Strait Islander peoples in post compulsory education and training.
- Demonstrated ability to interpret and accurately advise on administrative policies and procedures and provide sound advice to stakeholders on complex and sometimes sensitive matters.
- Demonstrated ability to make decisions, apply judgement and problem solving skills when dealing with sensitive, complex matters and work independently, accurately and with close attention to detail to deliver operational services.
- Extensive knowledge of student-related higher education policies, procedures and administrative processes.
- High level of organisational, time and workload management skills, including demonstrated ability to prioritise workload to meet deadlines.
- High level computing skills (Word, Excel and PowerPoint) and experience in the use of a computerised

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student information system e.g. Student One and/or database programs such as Filemaker Pro/Access.

- Demonstrated commitment to continuous improvement including experience in implementing initiatives to enhance business systems, processes and procedures to improve the customer experience.
- Ability to carry out tasks maintaining high levels of integrity, confidentiality and cultural sensitivity.



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