

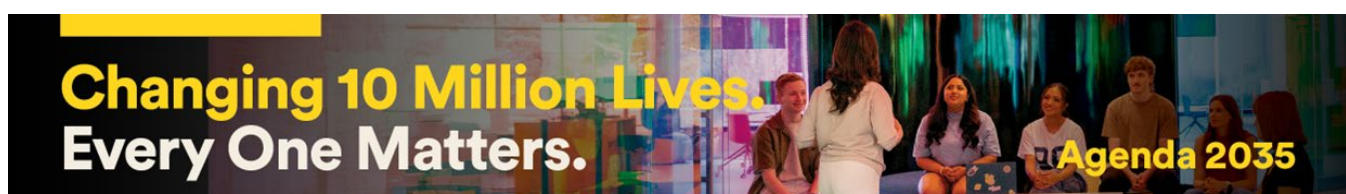
Position Description – *Enrolment and Course Advisor*

Updated 11/06/2026

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Student Administration Services
Supervisor (Title)	College Manager, Student Administration Services
Classification	Higher Education Officer Level 6
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Working under general to broad direction as part of a university wide Student Administration Services team, the Enrolment and Course Advisor plays a key role in the provision of quality planning and operational support services for enrolment and course advice related matters at a College level.</p> <p>The position is responsible for providing students with holistic, high quality and accurate enrolment and course planning support (including study plan advice and management, credit approval and processing, exchange/study abroad support), answering complex enquiries and giving specialised assistance and guidance. The position also acts as a key contact for both staff and students for interpretation and advice on policies and operational procedures relating to enrolments and course advice.</p> <p>The position works as part of a highly skilled team to provide support services which are compliant with the priorities, principles and objectives underlying the University strategic goals, and assists with the ongoing review of business processes and systems for enhanced innovative business practices and an improved student experience across a range of student administration activities.</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 <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 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.</i></p>



KEY POSITION RESPONSIBILITIES

The Enrolment and Course Advisor is accountable for:

1. Developing and delivering comprehensive, timely and high-quality enrolment and course advice services to students including managing complex student enquiries and cases to resolution whilst ensuring consistency with University policy, procedures and relevant legislation.
2. Managing the approval and update of study plans in the Student Information System, including for students who are undertaking exchange/study abroad/cross-institutional studies towards their Flinders award course. Providing advice to students and staff and manage study plan updates as a result of course curriculum changes, i.e. course transfers and transition planning.
3. Acting as a subject matter expert for enrolments and course planning and providing impartial advice and support to College Executive staff, academics external stakeholders and relevant committees, including interpretation and analysis of policies, statutes, regulations and administrative procedures relating to enrolment and course matters, particularly for complex cases with no precedents.
4. Delivering high standard enrolment-related activities across the student lifecycle, including but not limited to assessment, approval and processing of credit/advanced standing, enrolment variations, requisite and load management tasks, support class registration processes, leave of absence, withdrawals, and re-admittance to a course of study.
5. Assessing student progress against course requirements and determine/make recommendations for course completions. Managing system related processes relating to completions and graduations.
6. Contributing to the planning and provision of administrative support services for students and staff during the implementation of topic, course or discipline specific initiatives and projects.
7. Assisting with communication strategies to ensure students and staff are kept informed of relevant changes to operational processes, policy and course requirements. Contributing to the development and delivery of enrolment information and documentation, including enrolment templates and digital information.
8. Providing enrolment and course related reports to support College and/or University business or planning activities. Working collaboratively with College staff providing resources scheduling support for matters related to timetabling, class management, course/topic transition planning and student advice.
9. 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.
10. Contributing to ongoing improvements of business processes and operational goals including reviews and the development and implementation of procedures, processes, training packages and support tools.
11. 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 equivalent combination of relevant experience and/or education/training.
- Experience in, and well-developed knowledge of processes related to, providing support for course offerings or the provision of complex course planning advice in an education environment or equivalent.
- Well-developed communication, customer service and interpersonal skills, with the ability to develop, maintain and enhance relationships with students, staff and other stakeholders through constructive and collaborative interaction and negotiation in order to influence and achieve successful outcomes.
- Demonstrated ability to collect, analyse and interpret data and proficiency in working with complex database systems such as a student management information system.

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- Proven ability to make decisions and apply judgement and problem-solving skills when dealing with sensitive, complex matters.
- Demonstrated ability to work independently, accurately and with close attention to detail as well as working collaboratively as part of a team to deliver operational services in a high-volume work environment and achieving strategic outcomes.
- Demonstrated ability to interpret and advise on statutes, course rules, administrative policies and procedures, and to provide risk assessments and recommendations relating to course requirements and compliance.
- Demonstrated ability to exercise initiative, establish priorities and manage complex workflows with non-negotiable deadlines.
- Well-developed written communication skills, with the ability to provide reports, written information and presentations for a range of audiences.
- Demonstrated commitment to continuous business process improvement including experience in implementing initiatives to evaluate business systems, policies, processes and procedures and generating solutions.

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