# Position Description – *Academic Advocacy Officer*

*Updated 4/11/2026*

| POSITION DETAILS | |
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| **Portfolio** | **Deputy Vice Chancellor (Students)** |
| **Organisational Unit** | **Student Experience and Management** |
| **Supervisor (Title)** | **Manager, Student Engagement** |
| **Classification** | **Higher Education Officer Level 6** |
| **Employment Type** | **Continuing, part-time** |

## POSITION SUMMARY

Under general to broad direction, the Academic Advocacy Officer works in a team context to provide independent and confidential advocacy and welfare services to students. These services include the provision of advice, support and advocacy on a range of matters relating, but not limited, to the University's student related policies and procedures.

## 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.

*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.*

*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).*

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## KEY POSITION RESPONSIBILITIES

The Academic Advocacy Officer is accountable for:

1. Providing information, advice, support and advocacy services to students on a range of academic, administrative and financial matters relating mostly, but not limited, to the University's student-related policies and procedures framework.
2. Maintaining accurate, timely and confidential client files and case-notes.
3. Identifying areas where changes to University systems, policies and procedures would address systemic student concerns and/or enhance the student experience and preparing submissions and reports.
4. Working collaboratively with University staff and elected student representatives in relation to activities and programs designed to address student welfare needs.
5. Engaging in promotional activities for the service.
6. Any other responsibilities in line with the level of the position as assigned by the Manager, Student Engagement.

## KEY POSITION CAPABILITIES

- Completion of a degree in a relevant field and demonstrated experience in providing advocacy support for a client group; or an equivalent combination of relevant experience and/or education/training
- Demonstrated ability to provide responsive and high-quality client services.
- Demonstrated ability to provide advice and guidance on policy, procedure and legislation for a client group.
- Demonstrated well-developed written communication skills, including the ability to communicate in a professional manner with students and staff, and prepare submissions and reports.
- Demonstrated well-developed negotiation skills, including ability to listen, articulate a position, exercise sound judgement and utilise strong problem-solving skills.
- Proven ability to use initiative, set priorities, and manage complex workflows and competing priorities.
- Proven ability to work effectively in a team environment.
- Familiarity with a university environment, relevant University policies, Commonwealth legislation and Commonwealth student income support programs *(desirable).*

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