

Position Description – Operations Lead, Student Reporting

Updated 14/1/2026

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Student Administration Services
Supervisor (Title)	Manager, Enrolments and Student Reporting
Classification	Higher Education Officer Level 7
Employment Type	Continuing, full-time

POSITION SUMMARY
<p>Working under broad direction and as part of a university wide Student Administration Services (SAS) team, the Operations Lead, Student Reporting is responsible for leading the day-to-day operations of the student reporting activities. The role ensures the accurate and timely execution of the TCSI (Transforming the Collection of Student Information) reporting process, including quality assurance and compliance with legislative and institutional requirements.</p> <p>The Operations Lead, Student Reporting provides operational leadership by managing workload allocation, monitoring performance, and supporting staff development through training and coaching. Acting as the primary point of escalation for complex reporting issues, the position ensures resolution of enquiries and remediation of data errors to meet critical reporting deadlines.</p> <p>The Operations Lead, Student Reporting provides enrolment services support during peak periods in the academic calendar.</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.

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 Operations Lead, Student Reporting is accountable for:

1. Coordinating the daily TCSI reporting workload ensuring key reporting deadlines are met.
2. Acting as the first point of escalation for complex student and staff enquiries and resolving issues related to student enrolments and TCSI reporting.
3. Coordinating the preparation and finalisation of TCSI data submissions, including running validation reports, performing quality checks and executing the transmission of data packets via the Student Management System.
4. Maintaining and updating all business processes and work instructions for the Enrolments and Student Reporting team, ensuring all activities comply with the University's policies and TCSI reporting obligations.
5. Executing remediation plans by monitoring real-time validation errors, directing team activities to resolve errors promptly to ensure reporting deadlines are met.
6. Liaising with the Information & Digital Services (IDS) team to report system issues affecting reporting ability.
7. Providing operational guidance and clarification on enrolment rules and TCSI data requirements to teams internal and external to Student Administrations Services (SAS).
8. Supporting the development and implementation of student-related policies and procedures relating to enrolment and reporting, in compliance with internal policy and relevant external legislation and guidelines.
9. Providing training, coaching and support to the Student Enrolments and Reporting team on operational processes and legislative changes to continuously build team capacity and ensure consistence of service delivery.
10. Establishing and maintaining effective working relationships with colleagues in Colleges and Portfolios. Fostering relationships with staff from other universities and institutions, to share information and network, to continually improve the ability to deliver quality services.
11. Supporting the Operations Lead, Enrolment Services during peak enrolment periods and providing backup if required.
12. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Degree or other qualification with subsequent relevant experience or an equivalent combination of relevant experience and/or education and/or training.
- Experience in managing the provision of student administration services in a large, diverse and dynamic environment, and to provide advice and recommendation on operational matters to senior management.
- Proven ability to provide leadership, training and support, as required, to a small team of staff.
- High level organisational, planning and administrative skills, including excellent attention to detail and a proven record of managing competing priorities.
- Demonstrated commitment to continuous process improvement activities and ability to evaluate business systems, policies, processes and procedures and recommend innovative improvements where appropriate.
- Demonstrated analytical skills and well-developed written communication skills including experience in compilation, analysis and preparation of reports and submissions, often of a complex and sensitive nature.
- Proven ability to make effective use of relevant information management systems, preferably a student management system.
- Knowledge of and/or experience working within the Australian higher education sector (*desirable*).