

Position Description – Manager, Enrolments and Student Reporting

Updated 14/1/2026

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Student Administration Services
Supervisor	Senior Manager, Student Administration and Reporting Services
Classification	Higher Education Officer Level 8
Employment Type	Continuing, full-time

POSITION SUMMARY

Working under broad direction and as part of the university wide Student Administration Services (SAS) team, the Manager, Enrolments and Student Reporting is responsible for overseeing the day-to-day operations of student enrolment and reporting services.

The role works with the Senior Manager, Student Administration and Reporting Services to ensure institutional compliance with the Higher Education Support Act 2003 (HESA) as it relates to student records, scholarships, entitlements, course load and completions.

The role is also responsible for managing an effective enrolment team that supports the delivery of a high-quality student enrolment experience across the university and leads initiatives that improve service delivery and the overall student experience.

Working closely with the SAS Leadership team and university stakeholders, the Manager, Student Enrolments and Reporting also helps drive service improvement initiatives and projects across the student enrolment lifecycle contributing to the student experience, whilst ensuring the University meets its statutory student reporting requirements.

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 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 Manager, Enrolments and Student Reporting is accountable for:

1. Leading and managing the Student Enrolment and Reporting team to deliver high-quality enrolment and reporting services, ensuring accuracy, compliance with university policies and government reporting obligations.
2. Managing the institution's TCSI reporting processes, ensuring accurate data collection, validation, and timely submission in line with government reporting regulations and organisational standards.
3. Interpreting legislative requirements by being an active member of internal and external working groups and collaborating with Information & Digital Services (IDS) and Student Administrations Services (SAS) teams to translate legislative requirements into actionable business rules, system configurations and policy updates.
4. Facilitating the Student TCSI working group and Leadership working group to highlight areas requiring strategic focus and to track progress in reducing errors over time.
5. Leading initiatives to ensure TCSI reporting error patterns are identified, and remediation activities are undertaken by directing the Student Enrolment and Reporting team, escalating complex issues to the Senior Manager and liaising with impacted business areas to implement preventative measures.
6. Acting as the primary point of contact for internal stakeholders on student enrolment and TCSI reporting matters and provide expert advice on TCSI requirements.
7. Preparing reports on data governance progress, TCSI reporting performance, and compliance achievements to executive management.
8. Managing the Student Enrolment Services activities, ensuring student enrolment systems, processes and information meet requirements and support key student enrolment dates.
9. Working with university stakeholders to proactively identify, prioritise, and implement process enhancements that improve the enrolment and overall student experience,
10. Providing leadership, mentoring, supervision and performance management of direct reports, including fostering a team environment that embraces collaboration and a culture of customer service and continuous improvement across a range of student administration services activities.
11. Any other responsibilities in line with the level of the position as assigned by the Senior Manager, Student Administration and Reporting Services and/or the University.

KEY POSITION CAPABILITIES

- Progress towards postgraduate qualifications and relevant experience; or extensive experience and management expertise; or an equivalent combination of experience and/or education and/or training.
- Demonstrated extensive experience in creating and delivering a consistent and integrated customer experience across multiple touch points within a complex environment. Demonstrated ability to create and lead a continuous improvement culture that proactively identifies, prioritises and implements changes that enhance the customer experience and improve the efficiency of business practices and performance.
- Demonstrated experience leading, motivating and developing a large team of professionals to deliver service excellence and inspiring a working culture of support, recognition and ongoing development.
- Demonstrated high level written and oral communication skills, including the ability to liaise with senior management and develop strategic and operational communications for a wide audience including external government agencies.
- Proven ability to work proactively and collaboratively within and outside own team.
- Broad knowledge and demonstrated ability to interpret and accurately advise on student-related higher education policies and procedures and provide sound advice to stakeholders on complex and sensitive matters.
- Knowledge of and/or experience working within the Australian higher education sector (desirable)