

## Position Description – Senior Student Enrolment Officer

Updated 6 January 2026

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

### POSITION SUMMARY

Working under general to broad direction as part of a university wide Student Administration Services team, the Senior Student Enrolment Officer plays a key role in ensuring the administration and provision of student-centred support services across the student lifecycle.

In particular, the role is responsible for supporting the administration and coordination of a range of complex enrolment related functions across the University (study plan management, enrolment corrections, requisite and load management), as well as the provision of subject matter expertise and advice to students and staff in relation to enrolment and related student administration services matters. The position collaborates closely with internal and external stakeholders for the delivery of high-quality services to both students and staff and plays an important role in developing and promoting effective processes and enhanced innovative business practices for a broad range of student administration activities.

The Senior Student Enrolment Officer provides support to the Enrolments and Reporting team at key reporting times and as required to ensure ongoing compliance with TCSI 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 Senior Student Enrolment Officer is accountable for:

1. Contributing to the planning and administration of an integrated delivery and conduct of high-quality enrolment services to all stakeholders, whilst ensuring consistency with University policy, procedures and relevant legislation.
2. Interpreting and responding to complex enquiries from stakeholders (including students, parents, University staff, external organisations) and providing advice to staff on policy and operational matters relating to enrolment services.
3. Acting as subject matter expert for study plan management in the Student Information System. Assisting with study plan set-up for students who are undertaking exchange/study abroad/cross-institutional studies, or study plan updates as a result of credit granted or course curriculum changes, i.e. course transfers and transition planning.
4. Coordinating university wide enrolment preparation and monitoring activities, including open enrolment dates, development and delivery of online course advice/enrolment templates and requisite and load management follow-up. Assess/make recommendations/process enrolment corrections.
5. Supporting a range of other services across the student lifecycle and contributing to the successful delivery of quality student administration services as required.
6. Developing and implementing communication strategies to ensure students and staff are kept informed of relevant changes to operational processes, policy and requirements relating to enrolments. Generating reports to support College and/or University business or planning activities.
7. Monitoring and providing oversight of student records management practices (HPRM student files). Reviewing and maintaining enrolment and course data to facilitate the delivery of comprehensive reporting in compliance with university and legislative requirements.
8. 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.
9. Contributing to ongoing improvements of business processes and operational goals including reviews and the development of procedures, processes, training packages and support tools. Identifying and implementing system and business process improvements that support the implementation of process innovations. Participating in User Acceptance and Regression Testing of enrolment related business processes as required.
10. 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 the provision of support services in a large, diverse and dynamic environment.
- Highly effective 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.
- Proven ability to make decisions and apply high-level 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 administrative policies and procedures, provide a range of related advice and recommend solutions for operational matters to a variety of stakeholders.
- Demonstrated ability to exercise initiative, establish priorities and manage complex workflows with non-negotiable deadlines.
- Excellent written and oral 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.