

Position Description – *Student Exams, Achievement and Graduations Officer*

Updated 08/01/2026

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Student Administration Services
Supervisor (Title)	Manager: Exams, Achievement and Graduations
Classification	Higher Education Officer Level 5
Employment Type	Fixed-term, full-time

POSITION SUMMARY
<p>Working under general supervision and as part of a university wide Student Administration Services team, the Student Exams, Achievement and Graduations Officer contributes to the planning and delivery of student-centred support services across the student lifecycle, from enrolments through to graduations. In particular, the role is responsible for providing students and staff with high quality and accurate support relating to assessment, examinations, prizes and awards processes.</p> <p>The position also provides administrative support for Medical Progress and Block Tests for the College of Medicine and Public Health as well as answering complex enquiries and providing specialised assistance and guidance assessment related matters.</p> <p>This position is part of a highly skilled team delivering support services aligned with the University's strategic goals, driving continuous improvement in student administration through innovative business practices. It involves close collaboration with internal and external stakeholders to ensure high-quality service delivery to students and staff. Some out-of-hours work may be required.</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>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.</i></p>

KEY POSITION RESPONSIBILITIES

The Student Exams, Achievement and Graduations Officer is accountable for:

1. Delivering comprehensive, timely and high-quality student assessment services to students and staff including managing student enquiries and cases to resolution within University policies and procedures.
2. Assisting in the preparation and delivery of assessments including arranging venues, exam materials, online setups, and scheduling while also supporting exam-related requests and the organisation of assessment events and activities.
3. Supporting the organisation of Medical Progress Test and Block Test invigilation, including preparing Non-English Speaking background (NESB) and Access Plan (AP) lists for the College of Medicine and Public Health (CMPH).
4. Supporting the administration of prizes, awards, and graduation events, including preparation of relevant documentation, and assistance with event-related activities.
5. Providing administrative advice and support for college-specific activities to staff and students in relation to assessments, prizes and awards for teaching programs within the College.
6. Providing administrative support to colleges for University prizes and awards, including but not limited to tasks related to University Awards for Academic Excellence.
7. Providing support to other Student Administration Services teams throughout the student lifecycle, especially during peak periods, including College and Flinders Connect support and contribute to the successful delivery of high-quality student administration services.
8. Contributing to the interpretation and analysis of policies, regulations and administrative procedure relating to assessments, graduations and prizes and awards.
9. Contributing to continuous improvement of business operations by working with the Senior Exams Officer and Senior Graduations Officer to review and enhance procedures, policies, training materials, and support tools, while identifying and contributing to system improvements.
10. Maintaining accurate records on the University's Student Information System and related computer systems/software.
11. 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.
12. 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 with subsequent relevant work experience or an equivalent combination of relevant experience and/or education and/or training.
- Effective to 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 achieve successful outcomes.
- 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 assist in achieving strategic outcomes.
- Informed level of organisational, time and workload management skills, including the ability to use initiative and judgement and prioritise workload to meet strict deadlines.
- Highly competent computing skills including the use of the Microsoft Office suite of programs.
- Demonstrated ability to collect, analyse and interpret data, and interpret and advise on administrative policies and procedures.

- Effective to well developed written and verbal skills, including the ability to produce written information, reports, correspondence and presentations for a range of audiences.
- Demonstrated commitment to continuous business process improvement including the ability to implement initiatives to evaluate business systems, processes and procedures and generating solutions.
- Knowledge of higher education administrative business processes and an understanding of relevant policies and procedures (*desirable*).