

Position Description – Student Policy and Integrity Advisor

Updated 22/03/2023

POSITION DETAILS

Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Office of Academic Quality and Enhancement
Supervisor (Title)	Senior Student Policy and Integrity Advisor
Classification	Higher Education Officer Level 7
Employment Type	Continuing, Part time 0.6

POSITION SUMMARY

Working under general to broad direction, the Student Policy and Integrity Advisor provides high level support services to senior management, academic staff and students for a range of student policy, academic integrity, student appeals and complaints, and student misconduct related matters.

The position is responsible for acting as a first point of contact for both staff and students for interpretation and advice on student-related policies and procedures, academic integrity and student misconduct matters, as well as requests for information and support relating to the University's student appeals and complaints processes. This includes contributing to the governance of these processes by providing support to triage, plan and conduct investigations, drafting quality communications and more broadly, ensuring the timely and successful management of complex student cases to resolution. The position also provides executive support to the Student Appeals Committee and/or other relevant forums.

The position is located in the Office of Academic Quality and Enhancement which is responsible for the following support functions: the University's curriculum governance, information and systems; academic quality assurance, enhancement, and compliance services; educational policy, academic integrity, and governance of student complaint, appeals and misconduct processes.

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.

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).

A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.

An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University [COVID-19 Vaccination Policy \(2022\)](#). If required, any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption, where relevant.

KEY POSITION RESPONSIBILITIES

The Student Policy and Integrity Advisor is accountable for:

1. Contributing to the development and maintenance of an integrated, high-quality framework for the delivery of student related policy advice, academic integrity and student misconduct, and student appeals and complaint services to senior management, academic staff and students across the University, including managing complex cases to resolution.
2. Providing impartial advice and support, including interpretation and analysis, to College Executive staff, academic staff and relevant committees on policies, statutes, and administrative procedures relating to student appeals and complaints, academic integrity and misconduct matters, particularly for complex cases.
3. Contributing to the governance of student appeals and complaints and student misconduct processes in accordance with policies and procedures, including the planning and conduct of investigations, providing advice to complainants and responsible university officers as appropriate, managing discussion and negotiation activities, drafting quality communications, and ensuring the standards of accurate records management/filing practices of relevant documentation on student files.
4. Undertaking a range of policy and process improvement projects, including conducting research and analysis, preparing project documentation, and briefing papers, and managing stakeholder engagement activities. Establishing effective communication strategies to ensure students and staff are kept informed of student-related appeals, complaints, and misconduct matters.
5. Establishing trusting and effective working relationship with a diverse range of stakeholders, facilitating ongoing consultation, feedback and information sharing on operational and policy issues relating to student-related appeals, complaints and academic integrity and misconduct matters.
6. Contributing to the development of tools/mechanisms to manage the submission and recording of student-related appeals, complaints, academic integrity and misconduct matters, including appropriate and accurate registration, referral, tracking and reporting of cases and relevant documentation.
7. Undertaking regular analysis and reporting on student-related complaints, appeals, academic integrity and misconduct matters, including reporting on trends and outcomes, to support University and College business and planning activities.
8. Providing executive support to the Student Appeals Committee and other relevant forums, including the preparation of agenda papers, minutes, correspondence and undertaking any follow up action as required.
9. 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.
10. Initiating and contributing to ongoing improvements of policy, business processes and operational goals including reviews and the development and implementation of procedures, processes, systems, training packages and support tools to ensure appropriate standards are met.
11. 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.
- Proven experience and ability in interpreting and providing advice and recommendations on policies, procedures, business processes and/or legislative requirements to various stakeholders.
- Demonstrated experience and ability in effective complaint management and investigation, including a strong understanding of the principles of procedural fairness and confidentiality, and excellent customer service, interview, and negotiation skills.
- Proven ability to apply high-level decision-making judgement when dealing with sensitive and complex student grievances and student misconduct matters.
- Proven experience in managing projects involving the development of policies or procedures, and/or business process improvement, including the ability to prepare project documentation, undertake stakeholder engagement activities, and identify and evaluate opportunities for improvement.
- Highly effective oral communication and interpersonal skills, with the ability to develop, maintain and enhance relationships with stakeholders through constructive and collaborative interaction and negotiation to influence and achieve successful outcomes.
- Demonstrated ability to work independently, exercise initiative, establish priorities, manage competing demands, and produce high quality responses within limited timeframes, as well as working collaboratively as part of a team to deliver operational services in a high-volume work environment.
- Excellent written and analytical skills, with the ability to prepare reports, written communication, and presentations for a range of audiences, as well as collate, interpret, and present data.
- Knowledge of and/or experience working within the Australian higher education section would be an advantage.