

Position Description – Student Administrative Officer

Updated 08 September 2025

POSITION DETAILS	
College	College of Medicine and Public Health
Organisational Unit	Discipline of Rural and Remote Health
Supervisor	Program Manager, Northern Territory Medical Program
Classification	Higher Education Officer Level 5
Employment Type	Fixed-Term, Full time

POSITION SUMMARY
<p>Under general direction, the Student Administrative Officer, will administer the teaching program for Flinders University and other placement universities' medical students in the Northern Territory Medical Program (NTMP). The Student Support Administrative Officer will possess a high level of understanding and knowledge of the courses and assessment requirements in order to provide advice and assistance to students, academic staff and other professional staff.</p> <p>The Student Support Administrative Officer will be a member of a small administrative team and will collaborate with other team members in order to maintain a high level of service delivery to academic staff and students across the NT.</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 in order 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 and advances the Reconciliation Action Plan; • 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>Northern Territory Government legislation (the Care and Protection of Children Act 2007) now requires all individuals in child related employment or whose duties involve, or are likely to involve, contact with a child, to hold a valid 'Working with Children Clearance' (Ochre Card). This position involves child related work and is assessed as requiring a Working with Children Clearance/Ochre Card.</i></p> <p><i>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.</i></p> <p><i>Staff working in a health care setting <u>are required</u> to be fully vaccinated against COVID in line with the NT Health policy.</i></p>

KEY POSITION RESPONSIBILITIES

The Student Administrative Officer will be accountable for:

- Providing consistent and high-quality administrative services for student, teaching and learning activities in the College.
- Providing coordination, guidance and troubleshooting advice on student support needs particularly in relation to Flinders Alice Springs Campus but at times across the NTMP.
- Liaising with Flinders University and other placement universities regarding the requirements for the NTMP teaching programs.
- Engaging with relevant stakeholders to organise medical student placements within the local health network.
- Scheduling NTMP, and other relevant placement university year students' teaching activities including student clinical placements, lectures and tutorials, video conferences and other general teaching activities.
- Booking technical equipment, lecture recordings and other resources required to support a quality experience for medical students.
- Documenting the teaching calendar including amending the course book and electronic student calendar.
- Updating and distributing relevant year course material for students at the NTMP (in consultation with the relevant staff).
- Providing support for the end of year clinical and written examinations.
- Contributing to the development of and administering relevant university and local NTMP policies and procedures relating to Flinders University, and other relevant year medical students from other placement universities.
- Contribute to overseeing general campus administration and property management.
- 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 diploma qualification and at least two years' subsequent relevant work experience; or an equivalent combination of experience and/or education and/or training.
- Well-developed organisational and administrative skills, with demonstrated ability to use initiative, prioritise work and problem solve to meet competing deadlines.
- Demonstrated ability to apply and provide information and advice on policy and procedures and make relevant recommendations within a quality improvement framework.
- Demonstrated excellent skills and previous experience in complex timetabling that involves multiple personnel and physical resources, across geographically dispersed locations.
- Demonstrated ability to work effectively both independently and as a member of a team.
- Demonstrated high level oral and written communication skills with a good attention to detail and a strong commitment to client service.
- Demonstrated well-developed interpersonal communication skills with the ability to build effective relationships with a wide range of staff, students and community and health professionals, with the ability to use discretion with confidential and sensitive information.
- Demonstrated well-developed computer skills including use of the full Microsoft Office suite and proven ability to learn new software programs for example SharePoint, Database, Online Student learning websites (ie: Moodle and Blackboard).
- Demonstrated experience in the tertiary education sector with an emphasis on administrative student support and understanding of current issues associated with learning in a rural or remote environment (desirable).
- Must hold a current and valid driver's license.