

Position Description – *Student Progress and Assessment Advisor*

Updated 20/03/2023

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

POSITION SUMMARY
<p>Working under general direction and as part of a university wide Student Administration Services team, the Student Progress and Assessment Advisor provides quality planning and operational support services for student progress and assessment related matters at a College level.</p> <p>In particular, the role is responsible for providing student and staff with high quality and accurate support relating to assessment and examinations, results entry, managing student progress, and prizes and awards processes. The position also provides administrative support for Examination Boards and/or relevant assessment committees as required, as well as answering complex enquiries and providing specialised assistance and guidance for student progress and assessment related matters.</p> <p>The position works as part of a highly skilled team to provide support services which are compliant with the priorities, principles and objectives underlying the University strategic goals, and assists with the ongoing review of business processes and systems for enhanced innovative business practices and an improved student experience across a range of student administration activities.</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 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>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.</i></p>

KEY POSITION RESPONSIBILITIES

The Student Progress and Assessment Advisor is accountable for:

1. Delivering comprehensive, timely and high-quality student progress and assessment services to students and staff including managing student enquiries and cases to resolution within University policies and procedures.
2. Providing administrative advice and support to staff and students in relation to examinations, assessments, results and awards for teaching programs within the College. This includes, but is not limited to, setting up relevant University systems, support with exam requests and examination papers, organising assessment events, extensions, supplementary/deferred assessment activities, results entry, change of grades/review of final grades, course work thesis monitoring and support, and management of prizes and awards processes.
3. Maintaining accurate records on the University's Student Information System and related computer systems/software.
4. Coordinating At Risk/show cause and preclusion activities at a College level, including organising and participating in meetings with students and interpreting and providing advice on the application of relevant policies and appeals processes. Ensuring student progress outcomes are in line with professional program accreditation (if applicable) and accurately reflected on the student records.
5. Providing administrative support and advice to relevant Student Progress committees/Exam Boards and working parties as required. This includes assisting with preparation of agendas, minutes, correspondence, reports, briefing documents and discussion papers, and taking follow up action as required.
6. Providing student progress related reports to support College and/or University business or planning activities. Managing compliance reporting processes (if applicable).
7. Contributing to the interpretation and analysis of policies, regulations and administrative procedure relating to student progress. Working collaboratively with College staff providing specialist enrolment and course advice in matters related to study plans, student results and progress against course requirements, course/topic transition planning and student advice (including Transnational Education, if applicable).
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 development of procedures, processes, training packages and support tools.
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.
- 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 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.
- High 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.
- Excellent 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.