

Position Description – Coordinator, Enrolment and Student Progress

Updated 6 November 2022

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Student Administration Services
Supervisor	College Manager, Student Administration Services
Classification	Higher Education Officer Level 7
Employment Type	Fixed Term Contract, full-time

POSITION SUMMARY

Working under broad direction as part of a university wide Student Administration Services (SAS) team, the Coordinator, Enrolment and Student Progress plays a key role in the provision of quality planning and operational support services for enrolment and student progress related matters at a College level.

In particular, the position provides leadership with responsibility for the coordination and provision of holistic and high-quality enrolment and student progress support (including enrolment and course advice, credit management, exchange/study abroad support, managing student progress, assessment and examination support, prizes and awards, and completions). The position acts as an escalation point for SAS advisors in the College service team in answering complex enquiries and providing specialised assistance and guidance. It is also a key contact for both staff and students for interpretation and advice on policies and operational procedures relating to student administration services. The position also provides executive support for relevant College committees.

The position works closely with the College Manager, Student Administration Services and 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.

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 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;
- perform their responsibilities in a manner that 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 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 Coordinator, Enrolment and Student Progress is accountable for:

1. Ensuring the coordination and delivery of comprehensive, timely and high-quality enrolment and student progress related services at a College level, including managing complex student enquiries and cases to resolution whilst ensuring consistency with University policy, procedures and relevant legislation.
2. Acting as an escalation point and subject matter expert for enrolment, course planning and student progress matters, and providing impartial advice and support to College Executive staff, academics, external stakeholders and relevant committees on related matters. This includes interpretation of policies, statutes, regulations and administrative procedures relating to enrolment, course matters and student progress activities, particularly for complex cases with no precedents.
3. Contributing to the coordination and support of university wide enrolment preparation and monitoring activities, and other relevant engagement activities or projects aimed at enhancing the student experience and retention rates at a College level.
4. Contributing to the provision of a range of student administration activities across the student lifecycle, including but not limited to study plan management in the Student Information System, enrolment and course advice, variation to enrolments, credit/advanced standing, exchange/study abroad support, student progress/At Risk activities, assessment and examinations support, course work thesis management, results entry, prizes and awards, and completions.
5. Ensuring the coordination of At Risk/show cause and preclusion activities at a College level, including meeting 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).
6. Providing executive support to relevant assessment and/or student progress related College committees as required. This includes preparation of agendas, minutes, correspondence, reports, briefing documents and discussion papers, and taking follow-up actions as required.
7. Assessing courses and topics from potential partner institutions to maximise credit arrangements and provide optimal pathways for students under articulation agreements.
8. Assisting with communication strategies to ensure students and staff are kept informed of relevant changes to operational processes, policy and course requirements. Contributing to the development and delivery of student administration services information and documentation, including digital information.
9. Providing student administration related reports to support College and/or University business or planning activities.
10. Actively promoting collaboration and information exchange and contributing 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.
11. Contributing to ongoing improvements of business processes and operational goals including reviews and the development and implementation of procedures, processes, training packages and support tools.
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 or equivalent combination of relevant experience and/or education/training.
- Experience in managing the provision of support services in a large, diverse, and dynamic work environment, and to provide advice and recommendation on strategic matters to senior management.
- Demonstrated ability to exercise initiative and independent judgement, establish and manage competing priorities and complex workflows with non-negotiable deadlines.
- High level organisational, planning and analytical skills, including excellent attention to detail and ability to prepare meaningful and detailed reports and submissions.
- Demonstrated ability to identify and lead continuous process improvement activities and ability to evaluate administrative systems and procedures and recommend innovative improvements where appropriate.
- Ability to provide leadership and contribute to a workplace culture that motivates, guides and supports staff to deliver customer service excellence and business improvement.
- Highly developed communication and interpersonal skills, to be effective with oral presentations, persuasion, and negotiation, including abilities in dealing with sensitive matters.
- Well-developed proficiency with the use of information and data systems and related software, as well as the use of the Microsoft Office suite of programs.
- Knowledge of higher education administrative business processes and the ability to interpret and apply relevant policies and procedures, would be an advantage.