

Position Description – Higher Degree Research (HDR) Engagement Senior Support Officer

Updated 4 November 2025

POSITION DETAILS	
Portfolio	Deputy Vice-Chancellor Research
Organisational Unit	Office of Graduate Research (OGR)
Supervisor (Title)	Higher Degree Research (HDR) Engagement and Partnerships Manager
Classification	Higher Education Officer Level 6
Employment Type	Fixed term, Part-Time

POSITION SUMMARY
Under general to broad direction, and as a member of the OGR, the HDR Engagement Senior Support Officer will provide high-level administrative support to the Dean of Graduate Research, HDR Strategic Operations and Quality Assurance Partner and College HDR Coordinators with a broad range of activities supporting HDR engagement and partnership activities. The HDR Engagement Senior Support Officer is responsible for providing reporting, committee and working group support to both the Office of Graduate Research and College HDR Committees and the management of projects to develop, maintain and improve HDR engagement and partnership activities at Flinders University.

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 <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <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>

KEY POSITION RESPONSIBILITIES

The Higher Degree Research (HDR) Engagement Senior Support Officer is accountable for:

1. Providing a range of comprehensive, timely and high-quality administrative and support services relating to HDR engagement and partnership activities including:
 - supporting activities relating to the National Industry PhD Program;
 - responding to HDR enquiries in a confidential and culturally sensitive manner;
 - drafting correspondence, background material, notes and presentations to meet deadlines;
 - providing advice to a range of key stakeholders, including on HDR eligibility requirements for various engagement and partnership schemes.
 - contributing to continuous improvements in systems, processes and service delivery;
 - maintaining industry partnership databases and producing accurate and timely reports;
 - organising and supporting meetings, events and functions with industry partners, HDR students and supervisors; and
 - providing administrative support and backup as necessary to the HDR Engagement and Partnerships Manager and HDR Candidature Coordinators.
2. Building and sustaining positive working relationships with a range of key stakeholders relevant to HDR engagement and partnership activities.
3. Maintaining a well-developed understanding of the University policies, procedures, internal and external engagement and partnership schemes and the degrees offered by the University.
4. Providing advice on relevant policies, regulations and administrative procedures relating to HDR prospective applicants and all stages of candidature management in relation to engagement and partnership activities.
5. Providing case management support to current and prospective HDR students and supervisors relating to engagement and partnership activities.
6. Collaborating with senior staff to support in resolving complex issues relating to HDR engagement and partnership matters.
7. Actively promoting collaboration and information exchange, contributing to a quality client service culture, maintaining positive and professional networks, and liaising with colleges, professional services and external stakeholders as required.
8. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

1. Completion of a degree (or equivalent comprehensive experience), and experience in providing administrative services in the higher education sector for research partnerships and/or industry engagement, or an equivalent combination of experience and/or education and/or training.
2. Demonstrated ability to interpret, apply and provide advice on complex policies, procedures and guidelines.
3. Strong attention to detail, accuracy, and demonstrated ability to deliver very high standards of work relating to research partnerships and/or industry engagement.
4. Excellent organisational and time management skills to prioritise workloads and manage multiple tasks.
5. Well-developed oral, written and interpersonal communication skills including demonstrated ability to liaise effectively with a wide range of people, both internal and external to the University.
6. Demonstrated ability to provide professional level of service to a wide range of University clients including students, academic staff, research end-users (industry partners) and people from different cultural backgrounds.
7. Demonstrated ability to work effectively both independently and as a member of a team.
8. Demonstrated competency in use of the Microsoft Office suite of applications, internet and email.
9. Proficiency in working with a complex database such as a student management information system.
10. Experience and/or a demonstrated understanding of the current issues impacting on the higher education sector, particularly as pertains to HDR engagement and partnership activities.