

Position Description – Student Services Advisor

Updated 30 September 2025

POSITION DETAILS

Portfolio	Deputy Vice-Chancellor (Students)
Organisational Unit	Division of Student Experience and Management
Supervisor (Title)	Senior Manager, City Campus Services
Classification	Higher Education Officer Level 6
Employment Type	Continuing, full-time

POSITION SUMMARY

Working under general direction the Student Services Advisor will provide high quality support to students, staff and external stakeholders. Based at Flinders City Campus at Festival Plaza this is a key role within the City Campus Services team with the aim to positively impact the student experience and contribute to a vibrant, engaging and activated campus. The role is closely aligned to the support services teams across the University's multiple campuses, Colleges and Portfolios, including Student Administration Services and International Student Services.

The position works as part of a highly skilled team to provide complex enrolment support services and activities across the student life cycle which are aligned with the priorities, principles and objectives underlying the University strategic goals. It also 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. The position will be a key on-site contact for enrolment and course related enquiries and administration, including supporting international students with specific needs and compliance requirements.

The incumbent will be required to work within the City Campus hours of operation, these being Monday to Friday, 8am to 8pm. Hours worked may be undertaken on a rostered arrangement.

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.

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.

KEY POSITION RESPONSIBILITIES

The Student Services Advisor is accountable for:

1. Providing timely and high-quality enrolment and course advice services to students including managing complex student enquiries and cases to resolution whilst ensuring consistency with University policy, procedures and relevant legislation.
2. Acting as the primary contact for enrolment-related activities across the student lifecycle, including but not limited to enrolment variations, requisite and load management tasks, class registration processes, leave of absence, withdrawals, international compliance tasks and re-admittance to a course of study – ensuring referral to the relevant areas while maintaining oversight through to conclusion and ensuring requests are reviewed and finalised in a timely manner.
3. Supporting the on-site services to all students including international students, and attending to their bespoke requirements, including connecting students with university services, supporting their specific needs and linking complex cases to International Student Services.
4. Acting as the first point of contact for queries such as credit/advanced standing, course progression and completion, ensuring referral to the relevant Colleges for formal assessment while maintaining oversight through to conclusion and ensuring timely responses are received.
5. Working collaboratively with the Colleges, assisting with communication strategies to ensure students and staff are kept informed of relevant changes to course requirements and related operational processes and policies. Contributing to the development and delivery of enrolment information and documentation, including enrolment templates and digital information.
6. Coordinating meeting logistics, calling for agenda items, preparing and collating meeting papers, recording and distributing minutes, and supporting follow-up actions for City Campus Student Advisory Group.
7. Working collaboratively with Portfolio and College staff providing on-site advice to students for matters related to timetabling, class management, and course/topic transition planning.
8. Actively promoting collaboration and information exchange and contribute to a quality customer service culture where all team members provide a consistently high standard of service to students and staff.
9. Maintaining positive and professional networks and liaise with University colleagues, Government and other external agencies as required.
10. 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.
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.
- Well-developed customer service and interpersonal skills, with the ability to develop, maintain and enhance relationships with students, staff and other stakeholders through constructive and collaborative interactions.
- Demonstrated ability to work collaboratively as part of a team to deliver operational services in a

high-volume and complex service delivery environment, with a demonstrated understanding of other cultures and the ability to communicate in a cross-cultural working environment.

- Proven ability to make decisions and apply judgement and problem-solving skills when dealing with sensitive, complex matters.
- Demonstrated ability to interpret and advise on statutes, administrative policies and procedures with high attention to detail, and to provide risk assessments and recommendations relating to course requirements and compliance.
- Demonstrated ability to exercise initiative, establish priorities and manage complex workflows with non-negotiable deadlines.
- Demonstrated ability to collect, analyse and interpret data and proficiency in working with complex database systems such as a student management information system and Customer Relationship Management systems.
- Well-developed oral and written communication skills, with the ability to provide reports, written information and presentations for a range of audiences.
- Demonstrated commitment to continuous business process improvement including experience in implementing initiatives to evaluate business systems, policies, processes and procedures and generating solutions.