

Position Description – Student Services Advisor (Flinders Online)

Updated 08/01/2026

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	Fixed-term, full-time

POSITION SUMMARY

Working under general to broad direction the Student Services Advisor (Flinders Online) will provide high quality support to Flinders Online students across the student lifecycle. Based at Flinders City Campus at Festival Plaza, this role plays a key role in providing support services to Flinders Online students to facilitate the effective integration of students into Flinders University with the aim to positively impact the student experience. The role is closely aligned to the support services teams across the University's multiple campuses, Colleges and Portfolios.

The position works as part of a highly skilled team, delivering complex enrolment support services and activities across the entire Flinders Online student lifecycle which are aligned with the University's strategic priorities, principles and objectives. As a key point of contact for enrolment and course-related enquiries, the position ensures that content and orientation programmes for Flinders Online students are accurate, timely and engaging. By providing clear information and fostering a sense of community and connection, the role supports students in navigating their academic journey and strengthens their relationship with the University.

The role is also expected to provide flexible support to the broader City Campus Services team, contributing to shared priorities and assisting with operational needs as required.

The incumbent may 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 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.

KEY POSITION RESPONSIBILITIES

The Student Services Advisor (Flinders Online) is accountable for:

1. Providing timely, high-quality enrolment and course advice to Flinders Online students, including coordinating proactive calling campaigns, managing complex enquiries to resolution, and ensuring compliance with University policy, procedures, and legislation.
2. Acting as the primary contact for student lifecycle services, including enrolment changes, load management, class registration, leave of absence, withdrawals, international compliance and re-admittance ensuring warm referrals, oversight to completion and timely resolution.
3. Acting as the first 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.
4. Contributing to ongoing improvements of business processes, systems and operational goals including reviews and the development and implementation of procedures, processes, training packages and support tools.
5. Collaborating with Colleges and Portfolios to support communication strategies and other initiatives, including optimising Flinders Online content and materials to ensure information is accurate, clear, and accessible, providing students with consistent, supportive guidance throughout their learning journey.
6. Contributing to the design and delivery of the bespoke Flinders Online orientation programme to ensure students are well-prepared and supported from the outset.
7. Developing and implementing student feedback mechanisms, including surveys to capture insights. Analysing data to identify trends and improvement areas, preparing actionable reports, and providing regular updates and recommendations to inform decision-making and enhance service delivery.
8. Working collaboratively with Portfolio and College staff providing advice to students for matters as well as actively contributing to relevant groups and forums, in addition to maintaining positive and professional networks internally and externally.
9. 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.
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.
- 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 the ability to provide culturally appropriate, high-quality, timely and accurate advice.
- Effective to well-developed written and verbal communication skills, including the ability to develop clear, accessible content by reviewing and maintaining online content and digital resources, ensuring accuracy, clarity, and alignment with communication strategies.
- Demonstrated ability to interpret and advise on statutes, administrative policies and procedures with high attention to detail, and to provide advice, assessments and recommendations.
- Proven ability to make decisions and apply judgement and problem-solving skills when dealing with sensitive, complex matters.

- Demonstrated ability to exercise initiative, establish priorities and manage complex workflows with non-negotiable deadlines.
- Demonstrated ability to collect, analyse and report on data and insights, and prepare actionable reports and recommendations for continuous improvement.
- Demonstrated commitment to continuous business process improvement including experience in implementing initiatives to evaluate business systems, policies, processes and procedures and generating solutions.

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