

## Position Description – Campus Support Officer

Updated 10 December 2025

### POSITION DETAILS

College/Portfolio	College of Medicine and Public Health
Organisational Unit	Discipline of Rural and Remote Health
Supervisor (Title)	Business Development Manager, RRH
Classification	Higher Education Officer Level 4
Employment Type	Fixed-term, part-time

### POSITION SUMMARY

Under routine to general direction, the Campus Support Officer will be the first point of contact for staff, students, contractors, and visitors at the Alice Springs Campus. The role is responsible for delivering professional front-of-house services, managing incoming communications, and providing administrative support to ensure the smooth operation of campus activities.

The Campus Support Officer will contribute to a welcoming and inclusive campus environment and support the Rural and Remote Health (RRH) team in delivering high-quality education and health programs including health student placements and accommodation, the Northern Territory Medical Program, short course training programs and ongoing research.

The position will be located at the Alice Springs Campus.

### 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.

*Northern Territory Government legislation (the Care and Protection of Children Act 2007) now requires all individuals in child related employment or whose duties involve, or are likely to involve, contact with a child, to hold a valid 'Working with Children Clearance' (Ochre Card). This position involves child related work and is assessed as requiring a Working with Children Clearance/Ochre Card.*

*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.*

*Staff working in a health care setting are required to be fully vaccinated against COVID in line with the NT Health policy.*

### KEY POSITION RESPONSIBILITIES

The Operational Support Officer is accountable for:

1. Providing courteous and efficient front-of-house services for visiting staff, students, contractors and the public at the Alice Springs Campus, including answering phone calls, and managing general enquiries.
2. Maintaining the reception area ensuring it reflects a professional and welcoming environment.
3. Assisting with region-based fleet vehicle, student bicycles and facility bookings including room bookings and support for external partners.
4. Assisting with room setup for onsite courses, managing key registers, maintaining common areas and organising travel as required.
5. Assisting with campus events and activities including but not limited to catering coordination, visiting guests' itinerary and community engagement activities.
6. Maintaining inventory and purchasing office supplies, services and cleaning supplies for the campus.
7. Providing administrative support including data entry, document preparation, filing, and record management.
8. Liaising with internal and external stakeholders to support campus operations.
9. 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 Diploma with relevant work experience or certificate qualification with relevant work experience, or an equivalent combination of relevant experience and/or education/ training.
- Effective organisational skills with demonstrated ability to prioritise work, meet deadlines and use initiative.
- Demonstrated commitment to providing support to staff and students including the ability to exercise judgement and effective problem-solving skills.
- Demonstrated effective verbal and written communication skills, including the ability to produce quality documents, reports and correspondence.
- Effective interpersonal skills with demonstrated ability to develop positive and effective working relationships with staff at all levels, both internal and external to the University and including a diverse range of community and health professionals.
- Demonstrated ability to work co-operatively with team members, including staff at other locations, to share information and ideas and collaborate in achieving outcomes.
- Demonstrated experience in assisting with coordination of events or functions.
- Knowledge of administrative systems and Microsoft Office tools.
- Identifies as Aboriginal and/or Torres Strait Islander (desirable).