

Position Description – Operational Support Officer, Rural and Remote Health

Updated 18 August 2026

POSITION DETAILS

College/Portfolio	College Medicine and Public Health
Organisational Unit	Discipline of Rural and Remote Health
Supervisor (Title)	Business Development Manager, Rural and Remote Health
Classification	Higher Education Officer Level 5
Employment Type	Fixed-term, Full time

POSITION SUMMARY

Under general direction, the Operational Support Officer will provide accurate, efficient and timely operational and administrative support to the Discipline of Rural and Remote Health (RRH) as part of the Operational Support Team.

The position is responsible for coordinating operational activities, including but not limited to, executive support for leadership staff, supporting events, conferences and stakeholder visits, arranging individual and group travel, and assisting with the campus facilities as required.

The role also contributes to continuous improvement of operational procedures, work instructions and administrative systems to support consistent and effective service delivery across RRH.

The position will be based at the Darwin Casuarina 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
- demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent.
- 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.

Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender-Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025), and a Nationally Coordinated Criminal History Check.

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.

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 a range of operational and administrative support to ensure the effective day-to-day functioning of the Discipline
2. Providing support to RRH leadership in a timely and effective manner, including managing calendars, travel, organizing meetings, preparing and distributing correspondence and providing executive support as required.
3. Coordinate and assisting with the planning and delivery of conferences, workshops, meetings, stakeholder engagements, community activities and special events.
4. Coordinate travel, accommodation and related arrangements for staff, students, visiting academics, guests and groups, ensuring compliance with university policies and procedures.
5. Assist with documenting and maintaining operational procedures, administrative processes and templates to support efficient and consistent service delivery.
6. Identify and contribute to continuous improvements in systems, processes and service delivery, participating in learning and development activities and effectively collaborating with all staff to ensure a positive workplace.
7. Build and sustain positive working relationships with a range of key stakeholders relevant to the leadership.
8. Provide operational support by coordinating local room bookings, fleet vehicle bookings, and other shared campus facilities and resources as required.
9. Provide support across teams during periods of staff absence, peak workloads or where additional operational support is required.
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 work experience and/or education and/or training.
- Demonstrated experience providing operational and administrative support within a complex organisation, including coordinating events, travel, facilities, resources and business operations.
- Informed problem-solving capabilities and ability to work with general supervision to manage multiple priorities and competing deadlines.
- Experience arranging complex travel and accommodation bookings, including group travel logistics.
- Effective to well-developed written communication skills with the ability to prepare correspondence, and other administrative documents and respond to enquiries confidentially and autonomously.
- Effective to well-developed interpersonal and oral communication skills and the ability to work collaboratively with internal and external stakeholders and contribute to a positive customer service culture.
- Demonstrated effective organizational skills and attention to detail, with the ability to document and maintain administrative processes, procedures and related documentation, and research and collate information from a wide range of sources, to support high quality outcome.
- Sound knowledge of contemporary administrative systems, software and practices, and an ability to interpret and apply a range of relevant policies and procedures within a large and complex organization