

Position Description – Rural Student Services Officer

Updated 12 August 2026

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

POSITION SUMMARY
Under general direction, the Rural Student Services Officer provides a customer-focused front-line support service to students, staff and a wide range of stakeholders, to positively impact the customer experience and contribute to a welcoming, engaging and activated campus environment. The position is responsible for the day-to-day operations of rural campuses and student accommodation in Murray Bridge and Mallee region including Work, Health and Safety (WHS) orientation to all users and visitors, monitoring and responding to student emails about accommodation, planning and carrying out inspections and student accommodation changeovers, maintaining inventory and purchasing office cleaning supplies for the campus and coordinating maintenance and servicing of region-based fleet vehicles. In addition, the position will work as part of the Rural Education Team to provide consistent and high-quality administration and student focused support of rural based student teaching and learning activities as part of the Department of Health, Rural Health Multidisciplinary Training (RHMT) program in the region. The role will provide high-level support for MD students in the South Australia Rural Medical (SARM) Program and Rural Clinical School, as well as Allied Health and Nursing students on placement in the region, and activities under the Regional Training Hub where required. The role is also responsible for working in collaboration with the Rural Education team on a variety of projects in conjunction with both internal and external stakeholders to improve the student experience and promote a health workforce for our rural communities. The position will be situated at the Murray Bridge Campus and the incumbent will be required to live in the region.

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 and 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.

In addition, it is a requirement of this position that the incumbent maintain a current Working With Children Check which is satisfactory to the University in accordance with the Child Safety (Prohibited Persons) Act 2016 (SA).

Staff working in a health care setting are strongly recommended to be fully vaccinated against COVID in line with the SA Health policy.

KEY POSITION RESPONSIBILITIES

The Rural Student Services Officer will be accountable for:

1. Providing operational support to rural campuses and student accommodation in the region under direction from the facilities team.
2. Providing front of house service to staff, students, contractors and members of the public, including but not limited to assisting with Work, Health and Safety (WHS) tasks and orientation to all users and visitors to the building and coordination of security systems and key card/key access as required.
3. Providing consistent and high-quality administration of rural based student teaching and learning opportunities for students in rural health and communities in collaboration with Rural and Remote Health leadership, academic staff and operational staff to meet RHMT program funding requirements.
4. Achieving customer service excellence by assisting with self-service support and resolution of routine queries from students, academics and the public across the student, teaching and learning lifecycles that is in accordance with University policies and procedures. This includes support for students in RHMT accommodation in the respective region and monitoring occupancy software to resolve issues relating to accommodation, plan and carry out inspections and changeovers.
5. Collaborating with members of the Rural Education team to develop, implement and evaluate administrative systems for the ongoing smooth functioning of the programs, with attention to relevant legal and policy requirements.
6. Strengthening and maintaining ongoing partnerships with relevant stakeholders, including health professionals, health service providers, specialists, and representatives from Medicine, Allied Health, Nursing and Midwifery to achieve strategic outcomes.
7. Planning and delivery of functions and other events to enhance the student and stakeholder experience across the SARM Program, UDRH and Regional Training Hub.
8. Maintaining inventory and purchasing office supplies, services and cleaning supplies for the campus.
9. Coding facilities related invoices in the P2P (Purchase to Pay) system, Basware, ensuring appropriate approvals and supporting information is obtained for all transactions and familiarity of Flinders University's Financial Expense Delegations and Contractual Delegations.
10. Coordinating maintenance and servicing of region-based fleet vehicles and oversight of vehicle and facility bookings including room bookings and support for external partners.
11. Liaising with relevant stakeholders to deliver high quality support for RHMT activities to create positive student relationships and awareness of rural pathways and opportunities.

12. Monitoring, analysing and reporting on student support expenditure against its operating budget.
13. Drafting correspondence and reports as required to contribute to the preparation of the RHMT reporting requirements.
14. Actively promoting collaboration and information exchange and contributing to a quality client service culture where all team members provide a consistently high standard of service to students and staff. Contribute to ongoing improvements of business processes and operational goals.
15. Assisting with the planning, recruitment and administration processes relating to the engagement of casual teaching staff.
16. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

Some out of hours work and intrastate travel will be required, a current SA Driver's Licence is essential.

KEY POSITION CAPABILITIES

- Completion of a degree or an equivalent combination of relevant experience and/or education and/or training.
- Effective administrative and organisational skills, including the ability to manage conflicting priorities and make independent and informed judgement on a range of student related matters.
- Effective oral and written communication skills, including the ability to produce quality reports and correspondence.
- Demonstrated ability to work co-operatively with team members, to share information and ideas and to collaborate in achieving outcomes.
- Effective interpersonal skills and capacity to liaise with a wide range of community and health professionals.
- Demonstrated experience in planning and delivering a range of functions, activities, or events.
- Financial management skills including the ability to monitor and report on program expenditure.
- Computer literacy including demonstrated experience with Microsoft Office applications, in particular Word, Excel and Outlook, with the ability to learn and adapt quickly to new technologies and applications.
- Understanding of the implications of living and working in rural and remote environments.
- Experience of working in a university environment (desirable).