Position Description – Remote Student Services Officer

Updated 12 October 2026

POSITION DETAILS	
College/Portfolio	**Medicine and Public Health**
Organisational Unit	**Discipline of Rural and Remote Health**
Supervisor (Title)	**Program Manager, NTMP**
Classification	**Higher Education Officer Level 5**
Employment Type	**Fixed Term, Full Time**

POSITION SUMMARY

Under general direction, the Remote Student Services Officer will provide consistent and high-quality administration and student focused support of remote 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 Medical, Allied Health and Nursing students on placement in the region, and activities under the Regional Training Hub where required. The role will work in collaboration with staff across the Northern Territory and South Australian Rural and Remote Health (RRH) footprint 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.

This position will be based at the Nhulunbuy 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 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 in order 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 Remote Student Services Officer will be accountable for:

1. Providing consistent and high-quality administration of remote based student teaching and learning opportunities for students in remote health and communities in collaboration with Rural and Remote Health leadership, academic staff and operational staff to meet RHMT program funding requirements and provide a welcoming environment for staff, students and stakeholders.
2. 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.
3. Collaborating with members of the rural SAS and WIL team to develop, implement and evaluate administrative and communication systems for the ongoing smooth functioning of the programs, with attention to relevant legal and policy requirements.
4. 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.
5. Planning and delivery of functions and other events to enhance the student and stakeholder experience across the Doctor of Medicine (MD) Program, UDRH and Regional Training Hub.
6. Drafting correspondence, providing secretariat support to relevant committees (agendas, minutes, action items) and compiling presentations for functions and activities that promote the activities of the RHMT program in the region.
7. Liaising with relevant stakeholders to deliver high quality support for RHMT activities to create positive student relationships and awareness of rural pathways and opportunities.
8. Monitoring, analysing and reporting on student support expenditure against its operating budget.
9. Drafting correspondence and reports as required to contribute to the preparation of the RHMT reporting requirements.
10. 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.
11. Coordinating the planning, recruitment and administration processes relating to the engagement of casual teaching staff.
12. 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 NT Driver's Licence is essential.

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KEY POSITION CAPABILITIES

- Completion of a degree or an equivalent combination of relevant experience and/or education and/or training.
- Effective administrative and organizational 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).

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