This position is first and foremost with Bond University and although this position is described as operating within a section of the University, it is a fundamental requirement of your position that the best interests of the University must be your priority at all times.

**PURPOSE OF THE POSITION:**

The Student Business Centre is the first point of contact for all student enquiries regarding their studies at Bond.

The incumbent will work as part of a team responsible for the provision of professional, efficient and accurate subject and program information to new and continuing students. The position will develop productive working relationships with academic and professional staff from faculties and other areas of Student and Academic Services.

The position requires an in-depth understanding of undergraduate and postgraduate program structures for coursework awards in the University.

The focus of this role is to provide new and continuing students with timely and accurate information in relation to their program of study and includes, but is not limited to, study packages, enrolment, advanced standing, timetabling, withdrawals, examinations, progression and exclusions.

The position is also required to advise students of the rules, precedents, guidelines and policies established by the University in relation to their study at Bond.

**Organisational Relationships**

The Academic and Program Advisor works closely with members of the Enrolments and Records team, Timetabling and Examinations staff, Student Systems staff and faculties regarding matters related to student and academic systems, curriculum and subject changes, study plan management, class registration and timetabling.

For the purposes of performance planning and review (PPR), the Academic and Program Advisor reports to the Manager, Academic and Student Advice.

**Hours of work:**

This is a full time position for which the indicative hours are 8.30 a.m. to 5.00 p.m. Monday to Friday. However, as this position will be supporting student-related activities, there will be a need to work outside these hours to be present at orientation, graduations and other functions and events.
REPORTING RELATIONSHIP:
This position reports to the Manager – Academic & Student Advice and through that to the Head - Student Business Centre and the Director, Student and Academic Services.

SELECTION CRITERIA:

1. Education, training and/or relevant experience equivalent to completion of a degree in conjunction with at least four years relevant work experience or an equivalent combination of relevant experience and/or education/training.

2. Demonstrated high level verbal, written and interpersonal communication skills, including the ability to clearly communicate, consult, negotiate and liaise with students, academic and professional staff as well as clients external to the organisation.

3. Expertise in the processes and procedures related to enrolment and progression through an academic award.

4. A sound understanding of the University's policies and procedures and the broader legislative environment (HESA, ESOS, CRICOS) or an ability to acquire such knowledge quickly.

5. Demonstrated ability to provide professional, quality client service when responding to enquiries and resolving complex issues.

6. Proven ability to work independently and with others in a fast-paced busy team orientated environment and the ability to prioritise workloads with competing demands.

7. Proven administrative, organisational and time management skills with the ability to adapt to a constantly changing work environment.

8. High level technical skills with demonstrated experience in commonly used computer applications including Outlook, MS Word, Excel, PowerPoint and data base applications.

DESIRABLE CRITERIA

1. A sound understanding of the University's program structures and content.

2. Previous experience in a student administration department within a higher education institution or organisation/position that offers program delivery based on policies, procedures and/or legislation.

3. Familiarity with Student One and/or academic data bases.
| COMPETENCY: Academic and Program Advice | RESPONSIBILITY: Ensure the provision of accurate advice to undergraduate and post-graduate students including:  
- academic program enrolment  
- course content, structure, timetables, class registration, degree options  
- University policy and practices regarding credit/exemption applications  
- Discuss students’ issues in relation to enrolment, progression and graduation  
- Assist students in using enrolment and class registration systems and provide instruction on accessing relevant information  
- Work with international students to ensure that they are enrolled in accordance with the requirements of their student visa  
- Evaluate and advise on variation to study requests by liaising with the Enrolments and Records and Admissions teams and faculties to ensure optimal outcomes for all stakeholders  
- Consult with the managers of Academic and Student Advice Enrolments and Records and Student Affairs and Service Quality where changes may be required for individual students, particularly as a result of advanced standing and/or fails  
- Identify any study plan issues and escalate/discuss with managers of Academic and Student Advice and Enrolments & Records  
- Facilitate the quick turnaround of student correspondence  
- Respond to subject, timetable and class registration enquiries | PERFORMANCE INDICATORS: Thorough knowledge of University regulations, policies and practices in relation to student administration.  
Knowledge of academic programs is current and accurate.  
Advice to students is informed and in accordance with the rules of the University.  
Provision of information is timely and accurate.  
Timely and efficient resolution of student issues.  
Advice to international students is compliant with ESOS and national Code and complex issues discussed and/or escalated to International Student Team.  
Achieve a high level of professional quality client contact with students and stakeholders, including 24-48 hour turnaround times for response to enquiries and escalating issues as appropriate.  
Identify client needs and explore and provide suitable options for resolving areas needing improvement, with a focus on exceeding service expectations.  
Utilise available reporting in Student One and implement additional appropriate systems to monitor and report efficiently. |
- Provide high quality administration support including responding to telephone and email enquiries in a professional and accurate manner to ensure that a strong client focus is maintained

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<thead>
<tr>
<th>Administration</th>
<th>Efficient and effective management of information systems; consultative working relationship with other team members.</th>
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<tbody>
<tr>
<td></td>
<td>Accurate advice provided with due regard given to University policies and external legislation such as HESA, ESOS and National Code.</td>
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<td></td>
<td>Administrative support is provided on a timely basis, is 100% accurate and consistently observed to be collaborative and respectful.</td>
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<td></td>
<td>Being conversant with University policies and procedures, proactively keeping up to date with any changes and sharing appropriate information with relevant stakeholders.</td>
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<td></td>
<td>Ensuring all advice to students is informed and in accordance with the rules of faculties and the University.</td>
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<td></td>
<td>Maintain close communication and liaison with other staff in the Student Business Centre.</td>
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<td></td>
<td>Develop and implement appropriate systems to make relevant and accurate recommendations where appropriate.</td>
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<tr>
<td></td>
<td>Keep up-to-date with relevant University and faculty policies and procedures. Develop and implement appropriate systems to help decision-making process.</td>
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- In conjunction with the Enrolments and Records and Timetabling and Examinations teams, administer processes relating to student academic progress including applications, enrolments, withdrawals, deferrals, grades, review of results, graduation etc.

- Ensure familiarity with Faculty and University policies and procedures relating to student and academic matters to ensure accurate information is provided to students

- Proactively and fully inform students of their study responsibilities and obligations

- Counsel students who have been placed on academic warning, have been excluded, or display difficulties and/or deficiencies in academic performance by proactively:
  - advising on choice of programs (this is done in conjunction with appropriate staff in Faculty)
  - referring students to appropriate support and assistance available

- Liaise with other administrative areas within the University on relevant student related issues

- Ensure that accurate file notes are kept and that student records and files are up-to-date
<table>
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<tr>
<th><strong>Student Retention Activities</strong></th>
<th><strong>Working Relationships</strong></th>
<th><strong>Customer Service</strong></th>
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<tr>
<td>• Meet with new and continuing students to discuss aspects of the student’s progression and continuing enrolment</td>
<td>• Contribute to a positive working environment within the Student Business Centre, with faculties and across the wider University community</td>
<td>• Engage in positive interaction with students and staff in face-to-face and telephone conversations</td>
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<tr>
<td>• Refer students to support services staff in the University</td>
<td>• Establish and maintain positive, mutually beneficial working relationships/networks with stakeholders at all levels</td>
<td>• Provide high quality administration support including responding to telephone and email enquiries in a professional and accurate manner to ensure that a strong client focus is maintained</td>
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<tr>
<td>• Contribute to the retention and attainment of continuing and new students through discussion of student issues with appropriate academic and professional staff in faculties</td>
<td>• Ensure actions and interactions are consistent with the objectives of the University</td>
<td>• Participate in a roster at the front counter as required</td>
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<td>Support provided on a timely basis.</td>
<td>Conduct consistent with being a member of a cohesive team.</td>
<td>Positive feedback from customers.</td>
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<td>Program information 100% accurate.</td>
<td>Team participation and information sharing.</td>
<td>Quick turnaround and accurate information provided to students.</td>
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<td>Stakeholder feedback via various methods, including: Feedback surveys</td>
<td>Cooperative working relationship with other team members is consistently observed to be collaborative, respectful and based upon mutual respect.</td>
<td>Front counter is staffed effectively with reduced number of students waiting.</td>
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</table>
| Continuous Improvement | • Identify ways to improve current processes in order to establish more streamlined work practices and improved client service outcomes  
• Regularly maintain and update the operating procedures manual for the designated area of responsibility | Contribute to improvements in the area of programs and University services.  
Contribute to the preparation and ongoing review of an appropriate procedures manual. |
|------------------------|-------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| Understanding of Quality Assurance | • Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University  
• Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes. | Contribute to quality assurance and continuous improvement initiatives.  
Quality checking indicates improvement in work quality over time and participation in each round of planning |
| Understanding of Cultural Sensitivity | • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of for a professional working relationship  
• Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills | Demonstrate cultural sensitivity in all customer interactions. |

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. The incumbent will be required to work on other additional tasks, duties and projects as directed/delegated by the Management.

Position Held by:  
Signed:  
Date: