



### **POSITION DESCRIPTION**

<b>POSITION TITLE: Executive Support Coordinator</b>	<b>CLASSIFICATION LEVEL: Level 4</b>
<b>SCHOOL/OFFICE: Office of Future Students</b>	<b>DATE POSITION CLASSIFIED/UPDATED: September 2024</b>

#### **PURPOSE OF THE POSITION:**

The Office of Future Students (OFS) at Bond University has a clear vision to raise the University's global reputation as a premium institution with a distinct value proposition, to generate growth opportunities and to encourage more students to consider, engage with, and ultimately choose to study at Bond University.

The primary purpose of the Executive Support Coordinator will be to provide executive level administrative and coordination support across the portfolio to the Vice President, Future Students (VP-FS). Additionally, the position will provide support to other executive staff within the OFS portfolio.

The Executive Support Coordinator will undertake duties across all aspects of the VP-FS broader portfolio to include:

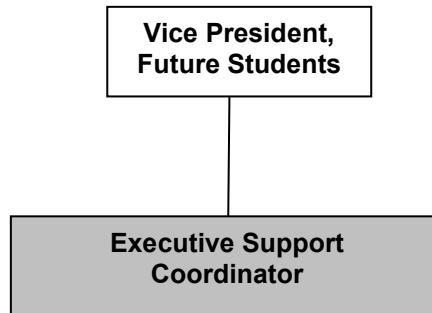
- Providing proactive and comprehensive executive and coordination support to the VP-FS including management of calendars, preparation of executive reports and other relevant correspondence, high level administrative tasks and coordination of complex travel arrangements.
- Providing confidential human resources support to the OFS management team.
- Coordinating operational management of the OFS portfolio on behalf of the VP-FS including staffing and physical resources, and have oversight of the OFS budget preparation process.
- Developing relationships and coordinating communication with key external stakeholders relevant to the OFS portfolio.
- Acting as the point of contact for the Office of Future Students and providing detailed advice on behalf of the VP-FS.
- Planning and overseeing the coordination of OFS initiated events in conjunction with Central Events.

The incumbent will be required to gain a broad knowledge of all aspects of the OFS portfolio and have a strong working knowledge of other aspects of the University. The Executive Support Coordinator is expected to be highly organised, proactive and outcome focused, with an eye for detail and excellent oral and written communication skills. The role will be required to demonstrate professional judgement and be sensitive to the required level of discretion in the handling of confidential information and dealing with internal and external stakeholders.

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**REPORTING RELATIONSHIP:**

This position reports to: Vice President, Future Students

**SELECTION CRITERIA**

- A bachelor's degree and at least 3 years' relevant work experience in a senior executive support role.
- High level administrative, organisational and time management skills along with the ability to apply professional judgment to adapt to a constantly changing work environment and demonstrate initiative.
- Strong written and oral communication skills with the ability to undertake high level research and analysis of information, produce and review reports and correspondence, and deliver meeting and committee minutes and presentations.
- Experience in planning and managing complex travel arrangements.
- Demonstrated experience in establishing and managing effective administrative systems, procedures, policies and reporting mechanisms.
- High level IT skills with demonstrated experience in commonly used computer applications including Outlook, MS Word, Excel, PowerPoint and database applications.
- Excellent interpersonal skills with the ability to communicate and liaise with key internal and external stakeholders with a high degree of professionalism.
- A high level of professional discretion and a strong understanding of professional confidentiality.

**DESIRABLE CRITERIA**

- Knowledge and understanding, or capacity to acquire knowledge of Bond University policy and practices.

COMPETENCY:	RESPONSIBILITY:	PERFORMANCE INDICATORS:
<p><b>Executive Support and Operations</b></p>	<ul style="list-style-type: none"> <li>• Provide high level executive support to the Vice President-Future Students</li> <li>• Manage the VP-FS calendar including the organisation of and preparation for meetings, coordination and follow-up of actions items.</li> <li>• Coordinate the operations of the OFS portfolio including HR activities, communications, projects as directed etc.</li> <li>• Oversee the timely completion of regular reports across the OFS portfolio.</li> <li>• Draft executive reports and other relevant correspondence.</li> <li>• Undertake high level analytical research to inform reports and projects.</li> <li>• Develop relationships and coordinate communication with key external bodies relevant to the OFS portfolio including international partners, government and local council stakeholders</li> <li>• Resolve any emerging issues in relation to the VPFS and Office of Future Students.</li> <li>• Manage incoming correspondence and communication, prepare draft responses, collate background information and refer to relevant staff for action and advice.</li> <li>• Organise domestic and international travel arrangements, including flights, accommodation and visas.</li> <li>• Serve as secretary to nominated committees and meetings (minute taking, dissemination, follow up key actions, monitor timing)</li> <li>• Manage OFS-initiated functions and events including making key decisions related to event format and event implementation in consultation with central Events.</li> <li>• Liaise with Bond newsroom to provide VP-FS media communication as required.</li> <li>• Provide assistance and executive support to Directors and senior staff within the portfolio.</li> <li>• Manage projects as requested</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of, and management support provided, across the OFS portfolio.</li> <li>• Effective calendar and meeting management, and delivery of a high level of executive administration support.</li> <li>• Demonstrated confidentiality, integrity and professionalism.</li> <li>• High level effective communication with strong relationships developed with key internal and external stakeholders.</li> <li>• Effective organisation of travel requirements.</li> <li>• Executive support provided as required, with demonstration of strong organisational skills, prioritisation and problem resolution.</li> </ul>

	by the VPFS.	
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>• Undertake all HR activities across the OFS portfolio.</li> <li>• Manage activities relating to the recruitment of new staff, including position advertisements, arranging interviews, and supporting staff inductions.</li> <li>• Manage staff on-boarding and off-boarding</li> <li>• Process relevant HR and/or payroll paperwork in relation to staffing.</li> <li>• Provide HR support and general advice to OFS senior management, liaising with central HR as required.</li> <li>• Maintain confidential HR staff records.</li> </ul>	<ul style="list-style-type: none"> <li>• HR documentation processed according to University requirements.</li> <li>• Successful implementation of HR procedures and effective management of HR requirements based on feedback from HR and OFS staff.</li> <li>• HR functions are performed with a high level of discretion, maturity, diplomacy and judgement.</li> <li>• Positive onboarding experience for new staff.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Manage the sharing of information and updates across the OFS portfolio by drafting and disseminating communications.</li> <li>• Establish, maintain and ensure continuous improvement in record keeping across the portfolio.</li> <li>• Deliver a high level of service and professionalism when dealing with visitors, students, staff, general public and university management.</li> </ul>	<ul style="list-style-type: none"> <li>• Established effective communication channels and information sharing across the portfolio.</li> <li>• Efficient and effective records maintenance across the portfolio.</li> <li>• Appropriate time management and initiative, and recognised professionalism when dealing with stakeholders.</li> </ul>
<b>Understanding of Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.</li> <li>• Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.</li> </ul>	
<b>Understanding of Cultural Sensitivity</b>	<ul style="list-style-type: none"> <li>• 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 the professional working relationship.</li> <li>• Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.</li> </ul>	
<b>Understanding of WHS</b>	<ul style="list-style-type: none"> <li>• Maintain a safe workplace and</li> </ul>	

<b>Responsibilities</b>	<p>follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area.</p> <ul style="list-style-type: none"> <li>• All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame.</li> <li>• Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).</li> </ul>	
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Note – the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty

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. You may at times be required to work at other tasks and areas as directed by the Management.