



Position Description

Position Title: Student Administration and Compliance Officer	Classification: Bond Level 3
Faculty/School/Office: Student Business Services	Date Position Classified/Updated: November 2024

Purpose of the Position:

Student Business Services provide administrative support and advice to students and Faculty staff on a range of matters including enrolment, timetabling, examinations, international student compliance, graduation, FEE-HELP, US Loans, Scholarships and Overseas Student Health Cover (OSHC).

Mission: Student Business Services aims to deliver efficient and professional administrative services to students and staff for activities associated with the enrolment, examination, and graduation of students in conjunction with a demonstrated commitment to ongoing process review and improvement.

The Student Administration and Compliance Officer will assist with the operation of administrative duties and provision of advice to students regarding student compliance and general departmental administration. This role will also act as the HR and finance Administrator for the work area and assist with the collation, preparation and processing of HR documentation.

The focus of this role is to work closely with the Coordinator, Financial Aid and International Compliance, the Financial Aid Officer, the International Student Contact Officer and the Senior Manager, Enrolment and Administration to provide advice and support to students. The post holder will also support the university's student enquiry centre (Student Assist) through providing in-person assistance at the Student Assist office on a rostered basis.

The position requires expertise in the use of software for multiple databases including Technology One Student Management System (Student One) and Customer Relationship Management (CRM) system.

The incumbent is also required to have an understanding of the legislative environment (HESA, ESOS, CRICOS, National Code of Practice), overseas student loan schemes, university rules, guidelines and policies.

Hours of Work:

This is a full-time position Monday to Friday. However, as this position will be supporting student related activities, there may be a need to work outside of these hours, on occasion, to be present at, graduations, orientations and other functions and events.

Reporting Relationship:

This position reports to the Coordinator, Financial Aid and International Compliance:

**Selection Criteria:**

- Completion of relevant qualification or a combination of professional administration experience and education/training in a customer focused role.
- A high attention to detail with demonstrated ability to interpret university rules, guidelines, policies and procedures.
- Exceptional customer service skills and be capable of working both autonomously and as an effective team member in a high volume, process driven administrative environment
- Excellent oral and written communication skills with the ability to liaise with people at all levels
- Demonstrated high level of computer literacy with ability and willingness to embrace new technologies and identify opportunities for process and systems-based improvements.

Desirable Criteria:

- Completion of a bachelor's degree
- Previous experience in a higher education institution in student administration will be highly regarded.

Competency	Responsibility
Student Financial Aid	• Process electronic Commonwealth Assistance Forms (eCAFs) for domestic students accessing the FEE-HELP and SA-HELP loan schemes, including the monitoring of citizenship and tax file number requirements. • Assist in producing and distributing Commonwealth Assistance Notices (CANs) to students. • Monitor student FEE-HELP limits. • Complete loan applications and confirmation of enrolment forms for students in receipt of foreign government student loans. • Respond to student enquiries relating to FEE-HELP, SA-HELP and foreign government student loans.
Overseas Student Health Cover (OSHC)	• Assist with monitoring OSHC renewals for international students to ensure compliance with visa requirements. • Assist in the preparation of OSHC schedules for submission to the university's health care provider. • Assist with processing of OSHC refunds. • Assist with and respond to student enquiries relating to OSHC.

Administrative Support	• Process and reconcile credit card charges for all areas of Student Business Services • Raise purchase orders and invoices for all areas of Student Business Services and undertake other financial administration as required. • Manage international student address reporting • Manage the collection and data matching of Unique Student Identifiers (USIs) for FEE-HELP and Graduation purposes. • Collate, prepare and process general HR documentation for Student Business Services. • Update and maintain the accuracy of the Human Resource Information System as required. • Assist with processing document requests or other applications from students. • Assist with general departmental administration.
Working Relationships	• Ensure timely escalation of complex student enquiries and issues to the Financial Aid Officer and/or management as required. • Work closely with the Coordinator, Financial Aid and International Compliance and the Financial Aid Officer to ensure timely reporting for student financial aid matters. • Work closely with the Coordinator, Financial Aid and International Compliance and the International Student Contact Officer to ensure timely reporting of student visa compliance matters. • = • Work with the Senior Manager, Enrolment and Administration to undertake other administrative tasks within Student Business Services.
Customer Service	• Provide professional, timely and accurate turnaround of all student correspondence relating to student enquiries made in person, via email and telephone ensuring first point of resolution. This includes producing student letters and forms upon request. • Provide in-person assistance at the Student Assist office on a rostered basis.
Continuous Improvement	• Actively contribute to improving systems and processes by making recommendations for improvement and assisting with subsequent implementation as required. • Identify ways to improve current processes to establish more streamlined work practices and improved client service outcomes. • Assist with the drafting and development of business processes that support the goals of Student Business Services and the University.
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.
Understanding of Cultural Sensitivity	• Staff will encounter students and staff 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. • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
Understanding of WHS Responsibilities	• Maintain a safe workplace and 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.

Equal Opportunity and Inclusion	• Bond University is an equal opportunity employer, and we encourage our students and staff to respect individuality, inclusiveness and diversity.
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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.