



### ***POSITION DESCRIPTION***

<b>POSITION TITLE:</b> Industry Support Officer	<b>CLASSIFICATION LEVEL:</b> Level 3
<b>FACULTY/OFFICE:</b> Career Development Centre	<b>DATE POSITION CLASSIFIED/UPDATED:</b>

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.

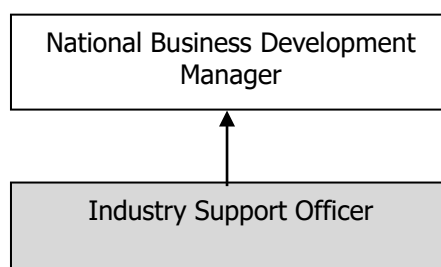
#### **PURPOSE OF THE POSITION:**

##### **Key Objectives:**

- To provide administrative support for the Business Development Team including:
  - Managing the administration including, processes for Internship and Work Experience placements for students, assisting the Business Development Team in all aspects of the promotion, sourcing and placement of students into Internship and Work Experience opportunities
  - Maintaining Career Development Centre relationships with Bond University students, industry contacts and stakeholders across all Faculties and Schools.
  - Ensure content on the University Careers website meets University Terms and Conditions.
  - Ensure placement details and records are maintained in SCOUT and in students' individual files, including the insurance documentation for industry experience placements.

#### **REPORTING RELATIONSHIP:**

This position reports to the National Business Development Manager. The incumbent is expected to work closely with all internal and external stakeholders.



## SELECTION CRITERIA

All applicants must address the below criteria in their application.

### ESSENTIAL ATTRIBUTES:

#### Qualifications:

- Completion of a relevant tertiary level qualification at a certificate II or above in business, administration, HR or a related field.

#### Experience

- A minimum of 3 years work experience in an administrative support role within the recruitment/employment sector or office environment.

#### Client Service

- Demonstrated ability to provide professional, quality client service when responding to enquiries and resolving complex issues relating to Career Development Centre matters with the ability to advise students around the correct application methods for within the Career Development Centre.
- Ability to be receptive to and anticipate the needs of students, staff and other internal and external stakeholders.
- Ability to handle culturally challenging client service enquiries and resolve client complaints.

#### Administration

- High level administrative, organisational and time management skills with the ability to implement and monitor continuous improvement systems and processes.
- High attention to detail and demonstrated ability to maintain and follow up student and external stakeholder files.
- High-level technical skills with demonstrated experience in commonly used computer applications including Outlook, MS Word, Excel, PowerPoint, intra/internet.
- Ability to understand and apply University policies and procedures and academic processes, with consideration to welfare and equity issues associated with dealing with University students and clients of all nationalities.

#### Communication

- Proven ability to work independently and with others in a fast-paced, team orientated environment, using excellent verbal and written communication skills.

#### Personal Attributes

- Self motivated with a proactive and innovative approach to problem solving with the ability to work within a constantly changing work environment.

### DESIRABLE ATTRIBUTES:

- Experience in a tertiary environment, or large organisational environment.
- Understanding of recruitment and or employment processes.
- Knowledge of University systems, policies and procedures, or the ability to quickly acquire such knowledge.

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
<b>Client Service</b>	<ul style="list-style-type: none"><li>▪ Provide professional client service to all internal and external stakeholders.</li><li>▪ Develop and maintain sound knowledge of Undergraduate and Postgraduate programs, as</li></ul>	<p>Be receptive to and anticipate the needs of clients at all levels.</p> <p>Proactive and enthusiastic commitment to on-going</p>

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
	<p>well as the general work of the Career Development Centre</p> <ul style="list-style-type: none"> <li>▪ Respond promptly to all general enquiries, either in person, telephone or via email providing a high standard of professionalism and client service.</li> <li>▪ Direct relevant enquiries to appropriate staff within the Career Development Centre and across the University.</li> <li>▪ Effectively communicate employment opportunities within the CDC Team – sourcing referrals proactively from Academic staff, Employment Services Specialists and CRM</li> <li>▪ Effectively communicate employment opportunities with students and provide information in regards to application processes and timelines</li> <li>▪ Develop targeted communications to students in regards to employment opportunities</li> <li>▪ Provide feedback and progress updates to all stakeholders (students, CDC and Faculty staff and employers)</li> <li>▪ Provide a high level of client service to employers</li> <li>▪ Maintain confidentiality on all student and other matters.</li> </ul>	<p>development and learning about programs and CDC Services and Resources and Bond University.</p> <p>Respond to all emails/enquiries within 24 hours</p> <p>Assume responsibility for referred issues and determine appropriate action.</p> <p>Courteous and respectful behaviour.</p> <p>Plan and organise activities to achieve performance objectives.</p> <p>Clear communication with all staff/external clients to ensure professional standards.</p> <p>High level of accuracy for information.</p> <p>Professional advice through effective questioning.</p> <p>Build client trust and confidence by honouring all commitments and acting with integrity.</p> <p>Documentation is coordinated and delivered in a timely manner.</p> <p>Evidence of problem resolution.</p> <p>Maintain the utmost discretion and tact at all times.</p>
<b>Administration</b>	<ul style="list-style-type: none"> <li>▪ Provide all aspects of administration support for Business Development roles including: <ul style="list-style-type: none"> <li>- Supporting due diligence and research into employers</li> <li>- Preparation of Insurance</li> </ul> </li> </ul>	<p>High level of accuracy in all documentation</p> <p>Use of CRM</p> <p>Up-to-date information displayed.</p>

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	<p>letters</p> <ul style="list-style-type: none"> <li>- Tracking of industry placements</li> <li>- Follow up of placements including evaluations</li> <li>- Tracking graduate outcomes</li> </ul> <ul style="list-style-type: none"> <li>▪ Promote employment opportunities via various methods: Facebook, Careers website, Academic and Faculty promotion, Student associations, targeted emails and communications to students, digital signage and CDC window displays</li> <li>▪ Proactively sourcing students for opportunities – CRM, Faculty, CDC Employment Services Specialists</li> <li>▪ Liaise with CDC team in regard to opportunities</li> <li>▪ Track all activity via CRM</li> <li>▪ Undertake Graduate calling project each semester and tracking data within CRM</li> <li>▪ Produce regular reports on Industry Engagement metrics for Faculty Management, Senior Management and CDC Team</li> <li>▪ Support due diligence of employers – research and track/ report issues</li> <li>▪ Understanding of the Fair Work Act and related employment legislation</li> <li>▪ Approve vacancies in careers website</li> <li>▪ Contribute to the promotion of opportunities out to students – targeted emails, faculty communications, Facebook, website and other methods</li> <li>▪ Support the Business Development team with inbound applications and expressions of interest from students for advertised roles</li> <li>▪ Maintain all content in social media, including addition of all new CDC events and activities in a proactive capacity.</li> <li>▪ Manage and update digital signage content for CDC events and activities and other University initiatives.</li> <li>▪ Maintain files and/or databases, photocopying and/or scanning various materials and correspondence to maintain files. Responsible for all filing</li> </ul>	<p>Clean and tidy appearance of boards.</p> <p>Apply due diligence process for approvals within Careers website.</p> <p>Proactive content development for social media in conjunction with CDC events and activities.</p> <p>Ensure all content is current and up to date consistent with CDC events and activities.</p> <p>Clear communication, time management and follow-up of outstanding issues.</p> <p>Graduate Calling Project – undertake project, collect data and report in a timely manner.</p> <p>Proactive multi-tasking and team participation.</p> <p>Prompt administration support for all CDC events and activities.</p> <p>Proficiency in entering and extracting data from Student systems, with a commitment to ongoing learning.</p> <p>Accurate and timely file management.</p>

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	in a timely and orderly manner. Annual review and archiving of files and/or outdated information.	
<b>Working Relationships</b>	<ul style="list-style-type: none"> <li>Contribute to the promoting of a positive working environment at a Team, CDC and University wide level.</li> <li>Develop and maintain collaborative relationships with Faculty Management and Academics to promote and share Careers information and opportunities to support students</li> <li>Establish and maintain positive, mutually beneficial working relationships/networks with stakeholders at all levels.</li> <li>Provide back-up assistance and support to various other roles within the Career Development Centre as required.</li> </ul>	<p>Conduct consistent with being a member of a cohesive team, based on mutual respect.</p> <p>Team participation and information sharing.</p> <p>Proactive contribution to team environment.</p>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Identify ways to improve current processes in order to establish more streamlined work practices and improved client service outcomes.</li> <li>Assist the Career Development Centre team to review, map and monitor current administrative processes with a view to streamlining and implementing changes, including the innovative use of technology.</li> <li>Regularly maintain and update the Operating Procedures Manual for this position.</li> </ul>	<p>Contribute to improvements in the Career Development Centre Team, with a focus on professional client service.</p> <p>Eliminate unnecessary duplication of effort and processes through analysis of issues and using common sense to solve problems.</p> <p>Contribute to the preparation and ongoing review and maintenance of an appropriate Operating Procedures Manual.</p>
<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</li> </ul>	

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	quality assurance processes.	
<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 for a 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 Responsibilities</b>	<ul style="list-style-type: none"> <li>• 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.</li> <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>	

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 General Manager, Career Development Centre. This position may be reviewed from time to time.