



POSITION DESCRIPTION

Position title:	Classification Level:
Business Services Officer (Medical Program)	Bond 3.2
Faculty / Office:	Date Position Classified / Updated:
Faculty of Health Sciences & Medicine	January 2025

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 Business Services Officer (Medical Program) is a dynamic and rewarding administrative role that supports the operations and governance of the Bond Medical Program.

As a member of the Medical Program professional services team, the Business Services Officer (Medical Program) will play a key role in supporting academic and professional staff within the Program, with a particular emphasis on governance, executive support and coordination, across a range of program activities and projects.

The role will be responsible for:

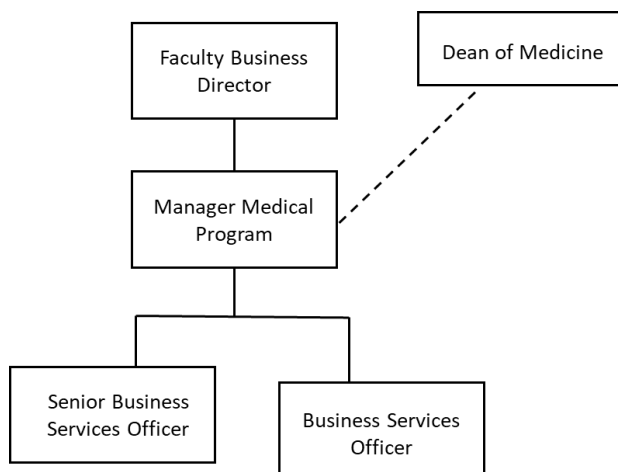
- Executive support to the Dean of Medicine and Co-Heads of Medicine.
- Supporting governance and committee secretariat functions across the program, ensuring an efficient and transparent decision-making process.
- Supporting academic and sessional staff recruitment, onboarding and related logistics.
- Coordinating PDR, probation and related meetings in support of the Dean and Co-Heads of Program.
- Coordinating a range of Medical Program events using high level organisational skills, excellent communication skills, and management of available resources.
- Provide general administrative support to Medicine Program operations, including creation and management of contract database, and the provision of information for reporting.
- Coordinating Medical Program office facilities and management in collaboration with key stakeholders within the faculty.
- Providing professional backup support services to the Senior Business Services Officer and Medical Program to ensure the smooth functioning and continuity of the Medical Program's operations.

The postholder will be a natural organiser and people-person with excellent communication skills with the ability to cultivate and maintain robust relationships with stakeholders both within and external to the Faculty and University.

This is a full-time position for which the indicative hours are 8:30 am to 5:00 pm Monday to Friday. However, due to normal fluctuations in workloads associated with the responsibilities of the position there may be a need to work outside these hours on occasion.

REPORTING RELATIONSHIP

The Senior Business Services Officer will report to the Manager Medical Program.



SELECTION CRITERIA

1. Proven ability to coordinate and implement effective administrative processes and procedures.
2. Ability to work productively in a diverse team environment, as well as independently, exercising sound judgment to achieve goals.
3. Strong organisational and time management skills, with the ability to prioritise complex tasks.
4. Demonstrated experience and skills in providing secretariat support and governance related activities, in line with relevant policy and procedures.
5. Skilled in stakeholder engagement, particularly in event or project coordination.
6. High level IT literacy, with experience using finance, student, and HR systems as well as Microsoft Office 365.

DESIRABLE ATTRIBUTES

1. Completion of a degree level qualification with at least 2-year subsequent relevant work experience, or an equivalent combination of experience and/or education/training.
2. Previous experience in a tertiary environment.

COMPETENCY	RESPONSIBILITY	PERFORMANCE INDICATORS
Program Coordination & Administration	<p>Event & Project Coordination: With direction from the Manager, Medical Program, and relevant academic staff, support a range of program related events and projects.</p> <ul style="list-style-type: none"> • Coordinate and plan timelines for program events such as the MD Conference, planning and operational events. • Liaise with academic convenors to identify requirements, develop agendas, and organise venues, catering and other event related activity. Support manager to prepare and oversee budgets. • Prepare reports and support project related evaluation and other flow-own requirements. • Work with key stakeholders to collaborate and facilitate events across the Medical Program, faculty and external parties. 	<ul style="list-style-type: none"> • Services provided in a timely manner. • Events run on time and within budget. • Accuracy of data (such as expenditure and reporting). • Positive feedback and absence of validated negative feedback.
	<p>Governance: Support the Manager Medical Program and Senior Business Services Officer in ensuring Medical Program Governance structures and processes.</p> <ul style="list-style-type: none"> • Undertake secretariat functions of relevant committees in keeping with governance reporting structures/procedures. • Support the Medical Program professional team in managing workflows including actions, themes, outliers, etc with relevant stakeholders. 	<ul style="list-style-type: none"> • Program committee workflows and outcomes progressed and delivered on time, in accordance with University and Medical Program Governance requirements. • Reports provided accurately and on time.
	<p>Honorary Adjuncts: Provide back up to the Senior Business Services Officer in completing relevant administrative processes for appointment of honorary adjunct staff. Support Associate Dean Engagement with Newsletter and related operational tasks.</p> <ul style="list-style-type: none"> • Facilitate Adjunct engagement and review processes through professional and efficient communications. • Update and maintain database to be able to track and audit honorary adjunct contributions to the faculty and medical program, to support appropriate resourcing. • Liaise with relevant faculty and program stakeholders where required. 	<ul style="list-style-type: none"> • Engagement, contract management and reporting delivered to deadline. • Database informs decision-makers for planning and conduct of Honorary Adjuncts. • Increased engagement of Adjuncts through improved documentation and reporting. • Communications such as newsletters delivered regularly in accordance with communication plan.
Quality Assurance	<ul style="list-style-type: none"> • Understand and apply the principles of quality assurance and continuous improvement as they apply at Bond University. • Demonstrate an ongoing commitment to the Bond University Strategic Plan. 	<ul style="list-style-type: none"> • Required quality assurance activities (to foster continuous improvement) completed. • Compliance requirements (legislation, policy, and procedure) met.
Cultural Sensitivity	<ul style="list-style-type: none"> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural 	<ul style="list-style-type: none"> • Respectful and culturally aware behaviours demonstrated. • Positive relationships demonstrated.

	<p>awareness and cultural sensitivity will form the basis of the professional working relationship.</p> <ul style="list-style-type: none"> • Attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills. 	<ul style="list-style-type: none"> • Workshops and/or other relevant cultural awareness event/s attended.
<p>Understanding of WHS Responsibilities</p>	<ul style="list-style-type: none"> • 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. • 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. • Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable). 	<ul style="list-style-type: none"> • On-line training completed.

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 Business Manager or Faculty Business Director.