

## Position Description

<b>Position Title:</b> Student Affairs Officer	<b>Classification:</b> Bond Level 4
<b>Faculty/School/Office:</b> Faculty of Health Sciences and Medicine	<b>Date Position Classified/Updated:</b> February 2025

### Purpose of the Position:

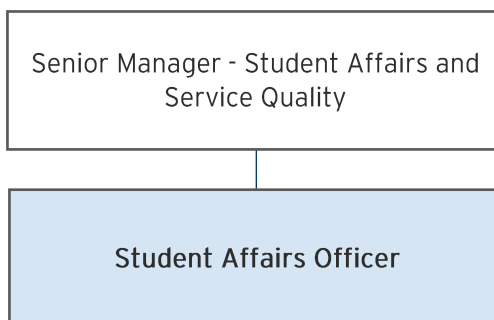
This exciting new role presents an opportunity for a dynamic, high performing professional to support students and staff in the Faculty of Health Sciences and Medicine by:

- Providing expertise and advice regarding faculty programs, options, outcomes and rules of progression to students, ensuring compliance with University and Faculty policies, procedures and guidelines.
- Developing and analysing reports, trends, and in consultation with the Senior Manager - Student Affairs and Service Quality, making recommendations regarding service provision and student support
- Providing expertise in student information systems, including Osler Technology, providing reports, analysis, quality assurance, training and support to meet the needs of Faculty, students, and other teams.
- Working collaboratively with professional teams in Clinical Placements, Curriculum and Assessment to ensure integration of systems, procedures and student services.
- Participating in Faculty and University events to respond to student and family enquiries
- Supporting students and staff across three campuses in Varsity Lakes and Robina.
- Cross-training into other roles in student affairs and other professional groups, supporting teams in times of peak workload.

This role will act independently when advising students (within the rules, precedents and guidelines established by the Faculty) and will be required to exercise judgement on whether particular cases or decisions should be referred to the Senior Manager - Student Affairs and Service Quality.

### Reporting Relationship:

This position reports to the Senior Manager - Student Affairs and Service Quality:



**Selection Criteria:**

- Degree and/or vocational qualification or relevant education/training and/or work experience.
- Exceptional interpersonal and communication skills demonstrated in a team environment providing client focused services.
- Advanced IT literacy skills, competencies with the Microsoft Office Suite and experience with university student systems.
- Demonstrated ability to learn and utilise new systems and software at an advanced level and the ability to train and support other staff in the use of those systems.
- Competency in analysis that requires accuracy and attention to detail within a confidential setting, skill in applying quality assurance processes to data processing and ability to interpret and communicate findings to a diverse range of stakeholders.
- Ability to manage workload priorities particularly when working across a range of different subjects and departments and managing any conflicts due to work pressures and deadlines.
- Demonstrated ability to work productively in a complex team, including problem solving skills and ability to exercise initiative and sound judgment within policy, procedures and guidelines.
- Ability to identify and implement opportunities for continuous improvement.

**Desirable Criteria:**

- Experience in a tertiary education and/or health management environment with a demonstrated understanding of academic processes and welfare issues involved in dealing with University students.
- Competency in the use of Student One.
- Experience in project management and LEAN methodologies or similar.

Competency	Responsibility
<b>Senior Administration</b>	<ul style="list-style-type: none"><li>• Provide advice and recommendations on key issues pertaining to the role's responsibilities to relevant stakeholders.</li><li>• Liaise with internal and external stakeholders regarding student-related issues / data requirements.</li><li>• Assist in the creation and updates of documentation that informs Faculty / University members of the various areas maintained by the Student Services area.</li><li>• Ensure student records and files are maintained in accordance with University student records policies and procedures.</li><li>• Provide support in maintaining and keeping student files current.</li><li>• Create processes and procedures for student file management and disseminate to all relevant staff.</li><li>• Support for student meetings with the Associate Dean Student Affairs and Service Quality, Program Heads and/or relevant key stakeholders and dissemination of follow-up correspondences across all HSM programs.</li><li>• Liaise with Assessment Officer for any HSM deferred examination applications / special requirements in conjunction with University policies for appropriate decision making.</li><li>• Monitor and review the Faculty student administration system on an ongoing basis and make recommendations to the Manager regarding improvements</li><li>• Escalate HSM program-related assessment / compulsory forms identified as non-compliance to Head of Program / relevant stakeholders and ensure feedback/actions are communicated.</li><li>• Query any discrepancies and escalate any potential problems regarding the inputting / recording of assessment results to the Senior Manager - Student Affairs and Service Quality / Assessment / QTL Teams.</li></ul>

	<ul style="list-style-type: none"> <li>• Coordinate with Assessment Officer the final results data and ensure it is disseminated and filed appropriately to central and students have been informed of their results / status.</li> </ul>
<b>Public Relations and Events</b>	<ul style="list-style-type: none"> <li>• Attend University Committees where required pertaining to student matters.</li> <li>• Represent the Faculty at functions including Graduation, Deans Awards, Welcome functions etc and provide support where necessary.</li> <li>• Represent the Faculty at careers markets and tertiary information functions as required.</li> <li>• Provide input into Faculty promotional material as required.</li> </ul>
<b>Systems support and continuous improvement</b>	<ul style="list-style-type: none"> <li>• Maps and monitors systems, procedures and workflows in Student Affairs and Service Quality (and related service areas) in partnership with the Manager.</li> <li>• Makes recommendations for improvement and assists in implementing improvements.</li> <li>• Provides expertise in student systems relevant to student affairs in Health Sciences and Medicine, including but not limited to Osler Technology.</li> <li>• Ensure system use, reports, analysis are conducted as required supporting other staff if necessary.</li> <li>• Maintain a relational database for Health Sciences and Medicine programs and systems.</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 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>

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.