



Position Description

Position Title: Advisor and Data Analyst, Timetabling and Examinations	Classification: Bond Level 4
Faculty/School/Office: Student Business Services	Date Position Classified/Updated: February 2025

Purpose of the Position:

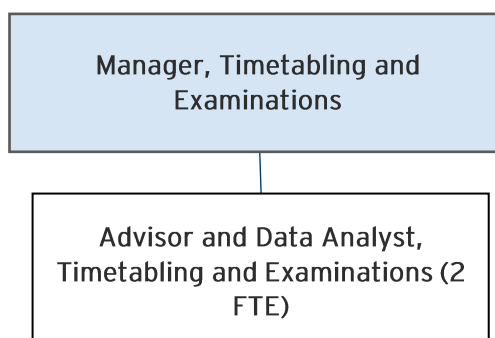
The Student Business Services Department provides administrative support and advice to students and Faculty staff on a range of matters including enrolment, timetabling, examinations, international student compliance, graduation, FEE-HELP, US Loans, Scholarships and Overseas Student Health Cover (OSHC).

Mission: The Student Business Services Department 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 Advisor and Data Analyst will work as part of a team to develop and maintain effective collaborative relationships through the university community to facilitate information sharing including end-to-end understanding of processes and a holistic view of the student experience.

The primary functions of this position are the production and scheduling of University class and exam timetables, student class registration management, and supporting examination administration and delivery. This requires liaising closely with faculties to coordinate the collection and analysis of data to deliver timetables efficiently and effectively within agreed timeframes that are aligned with the University's policies and strategic goals. This position also liaises directly with students to resolve their timetabling issues and may be required to provide support for other Student Business Services activities as required, such as graduation, scholarships and the Student Assist function (student enquiry centre), at particular times of semester. The position requires expertise in the use of software for multiple databases including timetabling scheduling systems and Student Management Systems.

Reporting Relationship - This position reports to the Manager, Timetabling and Examinations:



Selection Criteria:**Essential**

1. Completion of a degree level qualification, preferably in IT, data analysis or a similar field, with relevant work experience or an equivalent combination of relevant experience and/or education/training.
2. Proven proficiency in the use of technology such as timetabling and examination databases, Student Management Systems and Microsoft Office suite of products.
3. Ability to rapidly acquire knowledge of student administration policies and procedures, degree structures and assessment practices and the capacity to develop specialised knowledge about facilities and services of the modern classroom.
4. Demonstrated organisational skills with the ability to plan and coordinate workload, manage time to achieve goals and meet deadlines under pressure with limited supervision.
5. Strong interpersonal, written and communication skills including the ability to communicate and negotiate effectively with a diverse student population and staff at all levels of the organisation.
6. Demonstrated commitment to excellence in the provision of client service and to promoting, supporting and developing a culture of and processes for continuous improvement.
7. Ability to identify issues or problems and develop ideas and opportunities for resolving them.
8. Demonstrated ability to work productively as part of a team in a diverse and challenging environment.

Desirable

1. Previous experience in timetabling and examinations working with scheduling software within a higher educational environment.

Competency	Responsibility
Core Key Accountabilities	• Provide policy and procedural advice, training and support to stakeholder groups in relation to timetabling, room booking and examinations processes. • Responsible for the monitoring and oversight of detailed teaching and examinations related data collected from key stakeholders within each Faculty or academic unit for the production and scheduling of the timetable for classes and examinations and associated updating and analysis of data across related University databases. • Responsible in the scheduling of the draft University timetable for classes and examinations within University-agreed timeframes, utilising and testing the set scheduling priorities and constraints. • Negotiate with academic and administrative staff in Faculty to achieve positive student outcomes in the provision of timetabling and examinations processes. • Develop a detailed knowledge in the operation and use of systems used for timetabling, room booking, class registration and examinations process. • Contribute to the ongoing review, analysis development and implementation of changes to improve the productivity and efficiency of the timetabling, room booking and examinations activities. • Participate in and contribute towards Student Business Services projects as directed by management.
Class Timetabling and Registration	• Assist the Senior Timetabling & Examination Officers to ensure the scheduled timetable information is available to staff and students to view via the web and updated in Student Management System for students to register into classes in a timely and accurate manner. • Resolve class timetable and registration issues following publication of the class timetable. This will include monitoring class sizes, usage (to initiate

	additional class requirements), change of venues and classes at capacity where students may be required to find an alternative class/subject. • Providing support to staff and students regarding class registration via Student One and eStudent.
Room Booking	• Process casual room booking requests within timetabling scheduling system and provide user support to all stakeholders in the use of Web Room Booking (WRB) system. • Liaise with key stakeholders - Security, Facility Management, Events Centre and relevant administrative staff in Faculty to maintain casual room bookings.
Examinations	• Assist as and when required with the preparation and coordination of central examinations, including but not limited to, examination paper production and secure storage, room allocation, rostering of invigilators and alternative examination sittings. • Process Deferred Examinations applications and assist the Senior Timetabling & Examination Officers in application assessment. • Assist in training and supervision of temporary and casual staff employed during peak workload periods. • Coordinate examinations for other institutions and/or offshore locations.
Team Support	• Support the objectives and goals of the team. • Participate in supporting Student Business Services activities such as Orientation and Graduation as required. • Attend regular team meetings with the Timetabling and Examinations team and Student Business Services team. • Contribute to the achievement of broader corporate objectives of Student Business Services.
Learning and Development	• Undertake on-going training and development in scheduling, related IT skills, and student management systems. • Identify opportunities, make recommendations and in conjunction with your team and with guidance from your Manager, implement improvements to processes, systems, and work practices. • Demonstrate a commitment to working within Bond University's OH&S policies and practices.
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 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. • 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. • 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).

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.