



## Position Description

<b>Position Title:</b> <b>Admissions Systems and Processes Officer</b>	<b>Classification:</b> <b>Level 4</b>
<b>Faculty/School/Office:</b> <b>Office of Future Students</b>	<b>Date Position Classified/Updated:</b> <b>July 2025</b>

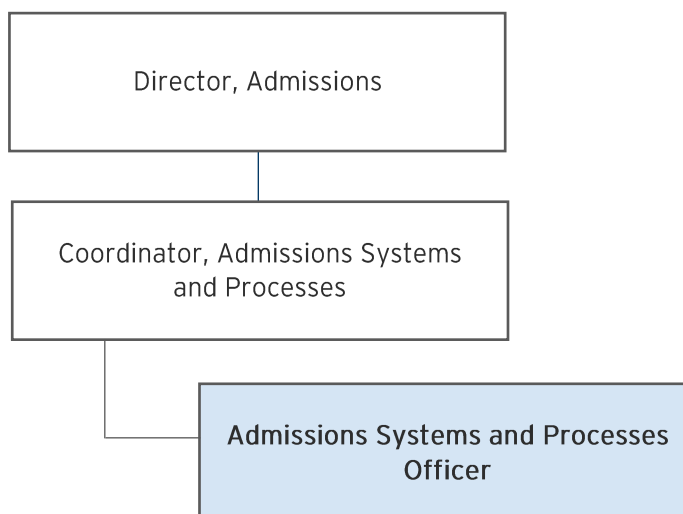
### Purpose of the Position:

The Office of Future Students (OFS) at Bond University has a clear vision to raise the University's global reputation as a premium institution with a distinctive value proposition, to generate growth opportunities and to encourage more students to consider, engage with, and ultimately choose to study at Bond University.

The Admissions Systems and Processes Officer role provides operational support to the Coordinator, Admissions Systems and Processes in the ongoing maintenance and configuration of admissions systems, workflows and business processes. The role is responsible for accurately configuring admissions-related information within institutional systems, maintaining up-to-date documentation of business processes, and supporting consistent and efficient operational practices across the Admissions team.

### Reporting Relationship:

This position is part of the Bond University Admissions team and reports to the Coordinator, Admissions Systems and Processes.



**Selection Criteria:**

- Experience in configuring and maintaining data and settings within enterprise systems (e.g. student management systems, CRM platforms) with strong attention to detail and commitment to data integrity.
- Demonstrated ability to develop clear, accurate and user-friendly documentation for business processes and system workflows. This includes experience in maintaining process guides and system instructions that support consistent and efficient admissions operations.
- Demonstrated ability to rapidly acquire new skills and knowledge to provide effective support to the Admissions team during peak periods.
- Excellent interpersonal and communication skills, with the ability to work collaboratively across teams, gather information and interpret requirements, and support staff in the adoption of new processes or system changes.
- Ability to manage multiple tasks and priorities effectively in a dynamic environment, ensuring timely delivery of work and responsiveness to operational needs.
- Capacity to contribute to the review and enhancement of systems and business processes.

**Desirable Criteria:**

- Familiarity with student management systems (e.g. StudyLink, UAC Advance, Student One, etc.).
- Experience in higher education admissions or student services environment.
- Basic understanding of process mapping or documentation tools.

Competency	Responsibility
<b>Systems - Configuration, Maintenance and Support</b>	<ul style="list-style-type: none"><li>• Under the direction of the Coordinator, Admissions Systems and Processes, configure and maintain admissions-related data and system settings across platforms such as StudyLink, UAC Advance, and Microsoft Dynamics (D365), ensuring accuracy and alignment with current business rules and processes.</li><li>• Assist with the planning, execution, and documentation of system testing activities, including the validation of updates, enhancements, and issue resolutions, to ensure system reliability and functionality.</li><li>• Monitor the performance and integrity of admissions systems, identifying anomalies or issues and escalating them promptly to the Coordinator, Admissions Systems and Processes for resolution.</li><li>• Ensure admissions data is consistently accurate and aligned across relevant/multiple systems.</li></ul>
<b>Processes - Documentation and Training</b>	<ul style="list-style-type: none"><li>• Develop and maintain comprehensive and easy-to-follow business process guides and system documentation that support consistent and efficient admissions operations.</li><li>• Ensure all documentation is accurate, up to date, and reflects current system configurations and business practices, particularly following system updates, policy/procedure changes, or process improvements.</li><li>• Actively engage with stakeholders - including admissions staff, system users, and subject matter experts - to gather input, validate processes, and continuously improve the clarity, usability, and relevance of documentation.</li></ul>
<b>Customer Service and Operational Support</b>	<ul style="list-style-type: none"><li>• Provide responsive and hands-on operational support during peak admissions periods, including tasks such as application processing, data entry and assistance with key admissions activities.</li><li>• Rapidly learn and apply new tasks and processes to support operational needs, actively participating in day-to-day admissions processes to develop a thorough understanding of the workflows and to ensure accuracy in documenting process guides.</li></ul>

	<ul style="list-style-type: none"> <li>• Assist with the preparation and setup of key admissions activities, including Year 12 application processing, scholarship assessment and processing, strategic program processing and academic credit assessment.</li> <li>• Collaborate closely with the Coordinator, Admissions Systems and Business processes to contribute to the ongoing review and enhancement of admissions systems and business processes, contributing feedback and suggestions based on practical experience and operational insight.</li> <li>• Respond promptly to queries from staff and stakeholders, providing clear guidance and support based on documented procedures or established processes.</li> </ul>
<b>Knowledge and Technical Skills</b>	<ul style="list-style-type: none"> <li>• Proven ability to work and maintain database systems, including platforms and student management systems such as StudyLink, UAC Advance, Student One, and the Australian Government system PRISMS.</li> <li>• Support compliance with institutional policies and procedures.</li> <li>• Thorough working knowledge and familiarity with admissions business processes and associated 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.