



Position Description

Position Title: Manager, Admissions	Classification: Level 6
Faculty/School/Office: Office of Future Students	Date Position Classified/Updated: July 2025

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.

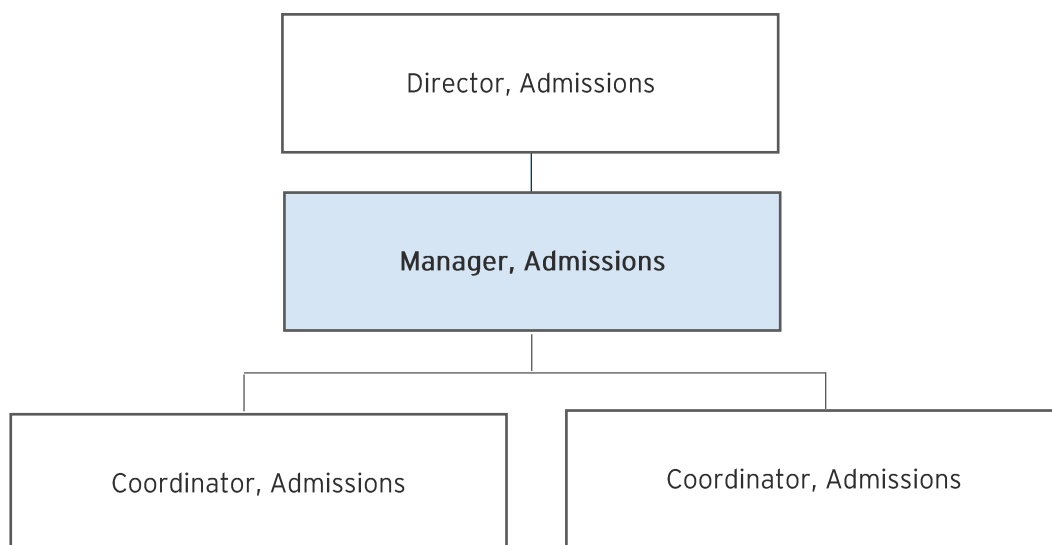
The Manager Admissions plays a key management role in ensuring the effective and student-focused delivery of the university's domestic and international admissions processes. This position oversees a dedicated team responsible for assessing and processing applications across a diverse range of programs, including Higher Degree Research, full degree studies, study abroad, and pathway programs such as Diplomas and ELICOS. The role ensures that all admissions activities are conducted in alignment with the university's policies, strategic objectives, and commitment to excellence and equity.

Key Responsibilities include:

- Lead and manage the admissions team to ensure efficient, accurate, and timely processing of domestic and international student applications across all program types.
- Collaborate with internal stakeholders (e.g., faculties, student services) to support strategic enrolment objectives and enhance the applicant experience.
- Monitor and report on admissions performance metrics, identifying trends and opportunities for process optimisation and continuous improvement.
- Ensure a high standard of customer service is maintained throughout the admissions process, with a strong focus on responsiveness, accuracy, and student satisfaction.
- Provide training, guidance, and professional development opportunities for admissions staff to foster a high-performing and engaged team.
- Manage complex admissions cases, applying sound judgment and a thorough understanding of policy and precedent.
- Stay informed of sector trends, legislative changes, and best practices in admissions and higher education.

Reporting Relationship:

The Manager, Admissions is a key management role within the Office of Future Students. The position reports to the Director, Admissions.

**Selection Criteria:**

- A university degree and/or relevant experience including management of an administrative function within a university or similar organisation.
- Extensive knowledge and experience in university admissions practices and processes, including knowledge of relevant policies, legislation and compliance requirements.
- Excellent interpersonal and communication skills, with a proven ability to build and maintain effective relationships with a wide range of internal and external stakeholders.
- Proven analytical and problem-solving skills, including the ability to interpret data, identify trends and implement process improvements.
- Leadership and management experience, with a track record of developing and leading high performing, knowledgeable teams committed to delivering excellent customer service.

Competency	Responsibility
Planning and Business Improvement	<ul style="list-style-type: none">• Provide information and advice to the Director, Admissions by monitoring emerging trends in admissions and identifying opportunities for operational and business process improvements.• Play an active role in the planning and day-to-day management of admissions operations to ensure key performance indicators are achieved and activities remain aligned with the university's broader strategic goals.

Admissions Operation	<ul style="list-style-type: none"> • Oversee the operational delivery of domestic and international admissions, ensuring alignment with university policies and strategic priorities. • Foster collaborative relationships across faculties and internal departments to support the implementation and ongoing refinement of Bond University's admissions policy and procedures. • Advise and support faculties and other stakeholders regarding program entry requirements and other admissions matters. • Effectively manage team workflows to ensure admissions assessments are prioritised in line with strategic enrolment objectives. • In consultation with the Director, Admissions develop, establish and monitor key performance indicators for service delivery and student satisfaction, leading to ongoing enhancements to the admissions experience. • Contribute to the ongoing evaluation and refinement of the university's entry criteria and the recognition of international and domestic qualifications. • Oversee the operational processes involved in the assessment and administration of Bond University's domestic and international scholarship applications.
Knowledge and Technical Skills	<ul style="list-style-type: none"> • Work collaboratively with the Director, Admissions and the Coordinator, Business Systems and Processes to proactively identify, manage, and implement enhancements in the utilisation of key admissions systems (StudyLink, Student One, and Microsoft Dynamics 365 (D365), etc). • Thorough working knowledge and familiarity with Bond's Admission Policy, and relevant legislation and regulatory environment (TEQSA, ESOS, HESA). • Ability to accurately interpret and apply university regulations and policies when providing guidance and advice to students and staff.
Staff Management	<ul style="list-style-type: none"> • Lead and manage the admissions team, cultivating a high-performance culture focused on service excellence and continuous improvement. • Assess staff capabilities and coordinate targeted training initiatives to enhance expertise and promote sector best practices. • Effectively manage the full lifecycle of recruitment and onboarding for the Admissions team, in partnership with the People and Talent team and the Director, Admissions. This includes recruitment of suitable candidates, facilitating a smooth onboarding experience that promotes team integration, and overseeing the probationary period to ensure successful staff transition and performance.
Understanding of Quality Assurance	<ul style="list-style-type: none"> • 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	<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 awareness and cultural sensitivity will form the basis of the professional working relationship.

	<ul style="list-style-type: none"> • Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
Understanding of WHS Responsibilities	<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).

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.