



## Position Description

<b>Position Title:</b> Executive Officer, Office of Integrity	<b>Classification:</b> Bond Level 5
<b>Faculty/School/Office:</b> Office of the Registrar	<b>Date Position Classified:</b> September 2025

### Purpose of the Position:

The Office of Integrity is responsible for managing the University's complaints and feedback process and for investigating incidents of student academic and/or general misconduct within its remit. The Office of Integrity also assists with education and training, development of guidelines and resources, records management, and other activities that enhance and embed the University's policy framework concerning complaints and student misconduct.

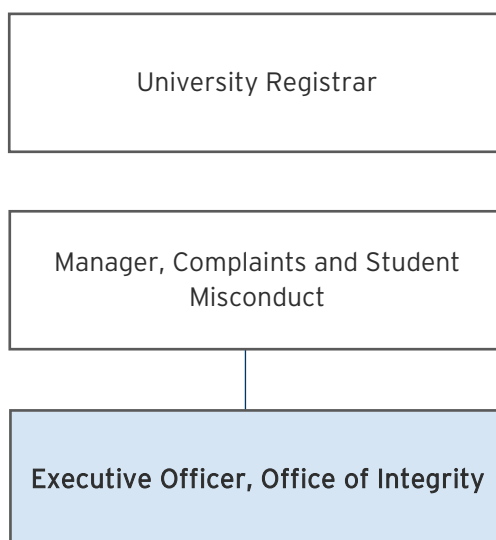
The Executive Officer, Office of Integrity, will assist in the provision of collaborative and high quality administrative and support services at Bond University by contributing to the professional, timely and effective handling of complaints and student misconduct matters, including liaising with internal and external parties where necessary, under the broad direction of the Manager, Complaints and Student Misconduct.

The position will provide high level administrative and organisational support to the Manager, Complaints and Student Misconduct, and will participate in committees, project teams and working groups where relevant.

The incumbent will be expected to become familiar with regulatory and policy requirements applicable to the activities of the Office of Integrity, so as to be able to provide authoritative advice and expertise.

### Reporting Relationship:

The position reports to the Manager, Complaints and Student Misconduct:



**Selection Criteria:**

- Bachelor's degree or equivalent qualification and relevant work experience
- Understanding of the tertiary education environment, including regulatory requirements (e.g., TEQSA, HESA, ESOS, NSO) relevant to the activities of the Office of Integrity, or the ability to acquire such understanding
- High level organisational and administrative skills
- Experience working with large case management systems
- Highly developed written and oral communication skills, with the ability to communicate compassionately, clearly and appropriately with complainants and members of the Bond Community
- Knowledge of Bond University policies and administrative procedures, or the ability to acquire such knowledge, and to interpret and apply it
- Ability to work collaboratively within a team and to cooperate effectively with academic and administrative colleagues
- Ability to remain objective and impartial and to uphold confidentiality and privacy obligations

**Desirable Criteria:**

- Experience working in complaints and/or with misconduct related matters
- Experience working in the tertiary education context
- Understanding of the principles of natural justice

Competency	Responsibility
<b>Knowledge and Technical Skills</b>	<ul style="list-style-type: none"><li>• Knowledge and understanding of regulatory and policy requirements relating to Office of Integrity activities</li><li>• Proficiency or ability and willingness to quickly obtain proficiency in working with relevant software systems and databases (including Student One, Power BI, D365 and Advocate).</li><li>• Proficiency in the Microsoft suite of tools.</li></ul>
<b>Communication</b>	<ul style="list-style-type: none"><li>• Communicates concisely and coherently, both orally and in writing, using appropriate questioning to ascertain and clarify information.</li></ul>
<b>Confidentiality</b>	<ul style="list-style-type: none"><li>• Maintains strict confidentiality and applies appropriate sensitivity and compassion when receiving, responding to and assisting with incident reports, howsoever that information is received by the Office of Integrity.</li></ul>
<b>Bond Community</b>	<ul style="list-style-type: none"><li>• As a member of the University community, demonstrates the highest possible standards of professional and personal conduct.</li></ul>
<b>Organisational and Administrative</b>	<ul style="list-style-type: none"><li>• Typical tasks, performed under the direction of the Manager, Complaints and Student Misconduct, include:<ul style="list-style-type: none"><li>- inputting data (e.g., complaints) into case management systems/databases;</li><li>- retrieving data from case management systems/databases;</li><li>- monitoring outstanding complaints and misconduct issues falling within the remit of the Office of Integrity;</li><li>- assisting with the investigation of complaints and/or misconduct incidents;</li><li>- seeking information and/or communicating with staff and/or students;</li><li>- providing appropriate updates to complainants and/or respondents and/or students about the status and progress of their matters;</li><li>- scheduling meetings; and</li><li>- providing reasonable general administrative and organisational assistance.</li></ul></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.