



Position Description

Position Title: Admissions Officer	Classification: 4
Faculty/School/Office: Office of Future Students	Date Position Classified/Updated: July 2025

Purpose of the Position:

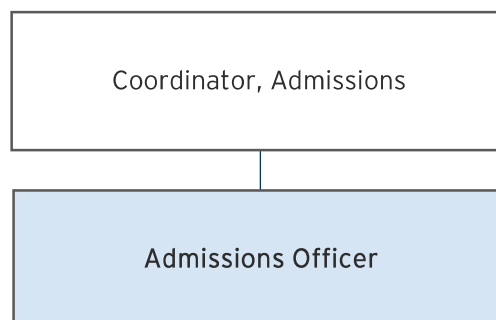
The Office of Future Students (OFS) at Bond University has a clear vision to raise the University's global reputation as a premium institution with a distinctive value proposition, to generate growth opportunities and to encourage more students to consider, engage with, and ultimately choose to study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

The Admissions Officer plays an important role in supporting this vision by ensuring the efficient and accurate assessment and processing of applications for admission to Bond University and Bond University College. This includes applications from both domestic and international students submitted directly or via QTAC, as well as those applying for scholarships, Study Abroad, and Incoming Exchange programs. The role involves evaluating academic qualifications, providing expert advice to prospective students, agents, faculty, and internal stakeholders, and ensuring compliance with university policies and entry requirements.

The Admissions Officer role is expected to develop deep expertise in the entry requirements and pathways for their assigned portfolios, while maintaining up-to-date knowledge of local and global secondary and tertiary education systems. In addition, the Admissions Officer is expected to maintain a sound understanding of Study Abroad and Exchange partner arrangements to support the accurate assessment and processing of incoming applications.

Reporting Relationship:

This position reports to the Coordinator, Admissions:



Selection Criteria:

- Completion of a relevant degree or demonstrated administrative experience in a university or other policy-related environment.
- Demonstrated commitment to a client service ethos with the ability to build and maintain effective relationships and provide accurate and timely advice to a variety of internal and external stakeholders.
- Demonstrated ability to interpret and apply relevant policies, procedures and legislation in the day-to-day performance of the functions of this position.
- Excellent oral and written communication skills, with a high level of accuracy and attention to detail. Ability to communicate effectively across various platforms, including phone, email, and in-person interactions.
- Demonstrated analytical and problem-solving skills, with a strong focus on meeting priorities and deadlines in a dynamic work environment.
- Comprehensive experience using a range of computer applications, including admission and student management systems.
- Demonstrated ability to work both independently and collaboratively within a team, contributing to shared goals while managing individual responsibilities effectively.
- A high level of cultural sensitivity and the ability to work respectfully and inclusively with individuals from diverse backgrounds.

Desirable Criteria:

- Demonstrated knowledge of university admissions processes and relevant government/legislative compliance requirements.
- Experience working with large corporate databases and university systems (e.g. StudyLink, Student One and Microsoft Dynamics 365).
- Experience with study abroad and exchange student admissions and program requirements, specifically within the North American and European context.

Competency	Responsibility
Operations	• Assess and process applications for admission in accordance with Bond University's entry requirements, Admissions Policy, and procedures. • Evaluate academic qualifications from domestic and international education systems. • Obtain and verify additional information required to support the assessment of applications, maintaining accurate and clear documentation and communication records in university systems. • Provide expert advice and support to future students, education agents, faculty, and other internal and external stakeholders.

	• Ensure compliance with relevant legislation, university policies, and quality assurance standards. • Develop and maintain deep expertise in entry requirements and pathways for assigned portfolio of work. • Assessment of Study Abroad and Incoming Exchange applications, including understanding partner arrangements. • Contribute to the continuous improvement initiatives within the Admissions team.
Customer Service	• Respond to enquiries from future students, agents and other internal or external stakeholders within agreed timeframes, ensuring a high standard of service and professionalism. • Exercise sound judgement and initiative in resolving issues arising during the application, admission, and offer and acceptance processes, escalating complex matters as needed. • Demonstrate a strong commitment to excellent customer service when liaising with university staff, overseas partners, and other stakeholders, ensuring interactions are respectful, responsive and solution focused. • Communicate clearly, concisely, and professionally in both verbal and written formats, adapting style and tone to suit the audience and context. • Foster positive working relationships across Student and Academic Services, Faculties, the Office of Future Students, education agents, partners, and other key stakeholders to support the University's strategic goals.
Knowledge and Technical Skills	• Maintaining a thorough knowledge of the admissions process and systems, including entry requirements, pathways and assessment protocols for domestic and international applicants. • Ability to accurately interpret and apply relevant policy, regulations, and processes relevant to the admissions cycle (from application submission to enrolment). • Utilise and maintain proficiency in key admission systems (e.g. StudyLink, Student One, D365, etc). • Ability to undertake research and/or refer to comparative admissions services to accurately assess and validate academic qualifications from global education systems.
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.