



Position Description

Position Title: Project Officer	Classification Level 4
Faculty/School/Office: Faculty of Health Sciences and Medicine	Date Position Classified/Updated: November 2025

Purpose of the Position:

The Business Services Project Officer, Health Sciences and Medicine (HSM) will coordinate the delivery of specific business improvement projects and initiatives in the Faculty. Reporting to the Business Services Manager, the Project officer will assist in the planning, execution, and monitoring of projects.

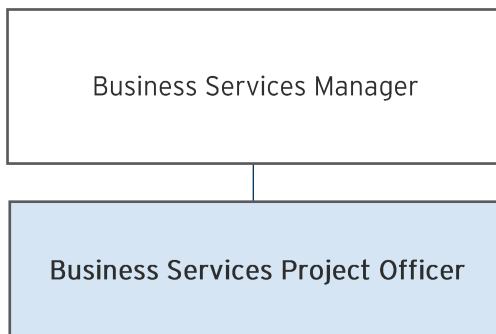
Alongside the coordination of planned projects, the Project Officer will also assist in identifying new opportunities to optimise current processes, support the collaborative development of innovative solutions, and facilitate their integration into regular operations.

With a strong emphasis on stakeholder engagement, the Business Services project officer will champion the Faculty business improvement projects, with the aim of enhancing operational efficiency across the Faculty.

Working collaboratively within a service-focussed environment, the Project Officer will also support the implementation of University projects within the Faculty, including the testing and roll-out of new systems and software solutions.

Reporting Relationship:

This position reports to the Business Services Manager.



Selection Criteria:

- University degree in a relevant field or combination of relevant experience
- Demonstrated experience supporting or coordinating change projects, business improvement projects or process improvement initiatives, preferably within a university, education, or training environment. Proven ability to liaise with a diverse range of stakeholders, manage competing needs, and maintain effective working relationships to support project outcomes
- Sound written and verbal communication skills, including the ability to present complex information clearly, concisely, and accurately to a variety of audiences.
- Excellent organisational and time management skills, with demonstrated ability to manage competing deadlines while maintaining high attention to detail and accuracy.
- Proven ability to work both independently and as part of a cross-functional team.

Desirable Criteria

- Experience using project management tools and software to track and report on project progress.
- Familiarity and experience with PM methodologies and change management tools
- Demonstrated experience with process mapping tools and/or refining complex processes.

Competency	Responsibility
Project Coordination	• Under the direction of the Business services manager; coordinate the delivery of multiple key projects and initiatives. • Ensure the effective delivery of multiple projects with competing timelines and priorities, including the coordination of project meetings and stakeholder forums. • Prepare and maintain accurate project documentation, timelines, databases, and records in line with university policies and compliance requirements. • Assist in preparing high quality reports, presentations, and communication materials for a range of internal and external stakeholders. • Assist in the planning, design, and implementation of new projects (systems or process improvements) aligned to faculty needs. • Actively contribute to the preparation of required project planning documentation including initial business cases, communication and /or implementation plans. • Other duties as directed and commensurate with the role.
Stakeholder communication	• Engage and effectively build relationships with stakeholders to contribute to the development and rollout of service improvement initiatives. • Collaborate with stakeholders to prioritise process improvement, automation, and system enhancement opportunities, leveraging data analysis to drive evidence-based decisions and improve service efficiency.
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.