

Position Description

Position Title: HSM Compliance Officer	Classification: Level 4
Faculty/School/Office: Faculty of Health Science & Medicine	Date Position Classified/Updated: December 2025

Purpose of the Position

The HSM Compliance Officer plays a critical role in ensuring students within the Faculty of Health Sciences and Medicine meet mandatory compliance requirements for faculty programs in line with relevant regulatory agencies and institutional standards. Leveraging relevant clinical knowledge, the officer proactively manages compliance activities—monitoring, interpreting, and reporting on student compliance in alignment with relevant policy and procedures, and ensures systems and processes are in place to support student success in professional environments.

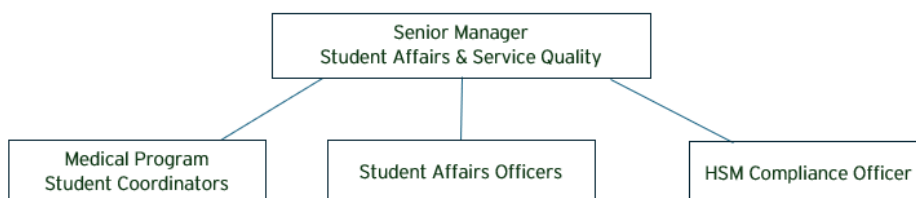
The Officer serves as the primary point of contact for students, academic programs, university staff, and external partners on all matters related to compliance. Acting as a central communication point, the role is responsible for receiving, assessing, triaging, and escalating compliance issues to the appropriate authorities for investigation and resolution. By interpreting and applying relevant policies and procedures, the Officer provides accurate, timely advice and recommends appropriate actions to support and strengthen compliance processes.

The Officer utilises software systems to generate reports, conduct analysis, ensure quality assurance, and deliver training and support to meet the needs of the faculty, students, and associated teams.

Working in consultation with the Senior Manager, Student Affairs & Service Quality and faculty placement staff, the HSM Compliance Officer implements necessary actions to support the achievement of faculty objectives.

Reporting Relationship:

This role is part of the Student Affairs and Service Quality Team and reports to the Senior Manager, Student Affairs & Service Quality.



Selection Criteria:

1. Relevant qualification in health sciences, health administration, or related field, OR equivalent experience working in health professional compliance, clinical coordination, or student placement administration within healthcare or higher education settings.
2. Proven ability to interpret and apply regulatory frameworks, professional standards, and institutional policies to ensure compliance and uphold quality assurance in healthcare and/or academic settings.

3. Experienced in managing fitness-to-practice processes, investigating concerns, and mitigating risks to protect safety, welfare, and organizational integrity while maintaining confidentiality and sound judgment.
4. Demonstrated ability to provide high-level administrative and governance support, with strong organisational competency and meticulous attention to detail in managing sensitive and confidential information.
5. Advanced IT proficiency, including expertise with Microsoft Office Suite and experience using and supporting university and/or external health organisations' systems such as student placement platforms and experience in leveraging digital tools to streamline processes and enhance operational efficiency.
6. Demonstrated ability to rapidly learn and implement systems and technologies, with proven experience in training staff, and providing ongoing support to ensure compliance, efficiency, and best practice in teaching and learning environments.
7. Strong interpersonal skills including demonstrated ability to communicate at all levels (both verbally and in writing) with a high degree of professionalism and sensitivity, and the ability to work flexibly and harmoniously in a team while contributing to team outcomes.
8. Ability to work independently, manage multiple tasks concurrently in a high-volume environment, apply continuous improvement principles, and meet deadlines without compromising standards of service and quality.

Competency	Responsibility
Compliance Administration	<ul style="list-style-type: none"> • Act as the main point of administrative coordination for student compliance requirements for placements/internships. • Liaise with relevant stakeholders to remain current with all national and international compliance requirements for student requirements. • Coordinate the creation and updates of documentation and processes that informs staff of the processes involved in recording student compliance. • Ensure staff and students are aware of compliance requirements and timelines such as Immunisation, Blue Cards, Police Clearance, and Applied First Aid certifications • Create, maintain, and manage a faculty-wide compliance database to support reporting and oversight of student requirements, for the full duration of their program, and disseminating relevant information to appropriate stakeholders. • Assess and triage compliance matters to appropriate stakeholders and escalate non-compliance as appropriate. • Maintain secure and confidential records of compliance activities, investigations, audits, and training. • Ensure adherence to privacy legislation and relevant health information regulations to maintain confidentiality and data protection of health information.
Communication and Reporting	<ul style="list-style-type: none"> • Maintain current knowledge of applicable laws, regulations, institutional policies and accreditation standards to ensure Faculty's compliance. • Investigate reports of non-compliance, misconduct, or breaches of policy with discretion and professionalism. In conjunction with appropriate stakeholders provide guidance and assistance in the identification, implementation of University and Faculty policies and procedures. • Establish and maintain communication with relevant stakeholders including Faculty Placement Managers and academic leads responsible for placements/internships. • Provide updates as directed or requested to keep the appropriate stakeholders informed.

	<ul style="list-style-type: none"> • Develop compliance resources, FAQs and training materials for students and staff. Communicate role of Compliance Officer and provide overview of compliance requirements to incoming cohorts during student orientation. • Generate annual reports on trends, outcomes, and areas of non-compliance, providing actionable insights and recommendations to inform strategic planning, continuous improvement, and regulatory compliance.
Systems Support and Continuous Improvement	<ul style="list-style-type: none"> • Provide expertise in systems relevant to compliance in Health Sciences and Medicine and produce reports, analysis as required supporting other staff if necessary. • Regularly identify and implement ways to improve client service and administration within this position. • Contribute to the ongoing review, development and implementation of changes to improve the productivity and efficiency of the Faculty. • Attend regular meetings with Senior Manager and team to discuss and monitor workflows, deadlines and deliverables. • Required to undertake cross-training across other positions in the Faculty administration team to provide coverage in times of staff leave or absence.
Working Relationships	<ul style="list-style-type: none"> • Establish and maintain positive and beneficial working relationships with customers at all levels. • Aid and support within the quality sphere as directed by the Senior Manager, Student Affairs & Service Quality.
Marketing	<ul style="list-style-type: none"> • Participate in Faculty marketing initiatives. • Actively participate in Faculty and School information sessions including student experiences, school tours, and Open Day.
Equal Opportunity and Inclusion	<ul style="list-style-type: none"> • Bond University is an equal opportunity employer, and we encourage our students and staff to respect individuality, inclusiveness and diversity.
Understanding of Quality Assurance	<ul style="list-style-type: none"> • Staff should demonstrate an understanding of the principles of quality assurance, integrity, accountability 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 engage 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 actively engage in ongoing professional development to strengthen cultural awareness and sensitivity, recognising this as a continuous learning process that supports an inclusive and respectful workplace and student experience.
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 position at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.