Position Description

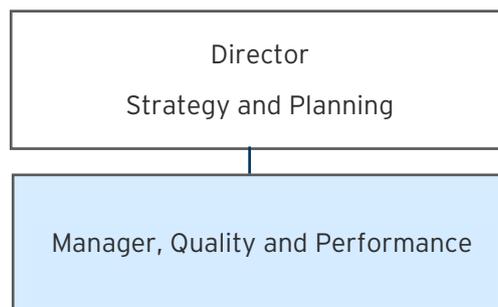| Position Title:	Classification:
Manager, Quality and Performance	Bond 7
Faculty/School/Office:	**Date Position Classified/Updated:**
Strategy & Planning	March 2026

Purpose of the Position:

The Manager Quality and Performance supports the University's compliance, enterprise risk, and quality assurance functions by assisting in the development, implementation, and maintenance of effective frameworks, policies, and processes. This work helps ensure the University meets its legislative and regulatory obligations, upholds good governance practices, and enhances organisational performance.

The Manager provides oversight of enterprise risk-related activities and supports areas across the University in identifying, monitoring, and managing key risks. The role also contributes to the preparation of reports, reviews, and communications for a range of internal and external stakeholders. Effective communication, collaboration, and client-service skills are essential, along with the ability to work effectively across a complex organisation to promote consistent, high-quality governance and compliance outcome.

Reporting Relationship:

This position reports to the Director of Strategy and Planning:

```
┌─────────────────────────────┐
│          Director           │
│    Strategy and Planning     │
└─────────────────────────────┘
              │
┌─────────────────────────────┐
│ Manager, Quality and Performance │
└─────────────────────────────┘
```

Selection Criteria:

- Postgraduate qualifications (or equivalent senior-level experience) in governance, law, business, public administration, higher education, or a related discipline, with demonstrable relevance to governance, compliance, risk, or quality assurance.

- Experience designing, implementing, and continuously improving governance, compliance, performance, and quality assurance frameworks within a higher education environment, ensuring alignment with regulatory requirements and institutional strategy.

- Proven ability to interpret and apply complex legislation, regulatory standards, and external reporting obligations relevant to the tertiary education sector.

- Demonstrated experience in the development, management, and oversight of institutional risk management frameworks, including risk identification, assessment, mitigation, monitoring.

- Strong capability in leading the development, review, and implementation of effective, fit-for-purpose policies and procedures that enhance organisational performance and support a culture of good governance.

- Proven ability to deliver communication strategies, reports, and presentations tailored to diverse audiences including executive leaders, governing bodies, regulators, and internal stakeholders.

- Excellent interpersonal and written communication skills, with the ability to build strong relationships and facilitate effective consultation and collaboration across a complex organization.

- Strong commitment to client service, with demonstrated experience providing high quality support, advice, and guidance on governance, risk, compliance, and quality matters.

- Sound knowledge of Equal Employment Opportunity (EEO), Workplace Health and Safety (WHS), and contemporary ethical governance principles, with demonstrated application in organisational practice.

Desirable Criteria:

- Previous experience working within a regulatory environment of a higher education institution and/or university

Competency	Responsibility
Policy and Compliance	• Manage the University's policy and compliance frameworks, ensuring policies are continually improved to ensure they are fit for purpose, and support the University's mission and objectives and provide assistance to senior management to ensure that the University's legal and statutory obligations are met. • Provide secretarial support to the University Management Committee Policy Subcommittee.

Quality Assurance, Review, and Improvement	• Lead the ongoing development, implementation, and monitoring of Bond University's Quality Assurance (QA) framework, ensuring it remains robust, contemporary, and aligned with regulatory requirements and institutional priorities.
	• Provide high level advice to senior management on the performance and effectiveness of the QA framework, identifying opportunities for enhancement and supporting continuous improvement across the University.
	• Deliver comprehensive and timely internal reporting on institutional quality performance, ensuring effective 'closing the loop' processes that drive actionable improvements, enhance accountability, and strengthen organisational outcomes.
	• Coordinate Faculty and other review processes, ensuring review activities are conducted in a timely manner in accordance with agreed Terms of Reference, schedules, and operating procedures.
	• Provide oversight and support for the curriculum review processes as per the curriculum management policy and procedures.
	• Identify and implement improvement to review processes.
Risk Management	• Lead the ongoing development, implementation, and improvement of the University's enterprise risk management framework, ensuring alignment with governance, compliance, and strategic priorities.
	• Coordinate the identification, assessment, and monitoring of institutional risks, supporting business areas to maintain accurate and up-to-date risk registers.
	• Provide high-quality enterprise risk reporting to senior leadership, governance committees, and external bodies, ensuring transparency, accuracy, and timely escalation of key risks.
	• Monitor emerging risks, trends, and regulatory changes that may impact the University, and recommend proactive responses or necessary adjustments to risk controls.
Governance Reporting	• Work collaboratively with committee secretaries, senior leaders, and other key officers to ensure governance reporting is coherent, aligned, and supports effective decision-making across the University
Understanding of Cultural Sensitivity	• Staff will encounter 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.