



Position Description

Position Title: Enrolment and Administration Officer	Classification: Bond level 3
Faculty/School/Office: Student Business Services	Date Position Classified/Updated: March 2026

Purpose of the Position:

The Student Business Services Department provides administrative support and advice to students and Faculty staff on a range of matters including enrolment, timetabling, examinations, international student compliance, graduation, FEE-HELP, US Loans, Scholarships and Overseas Student Health Cover (OSHC).

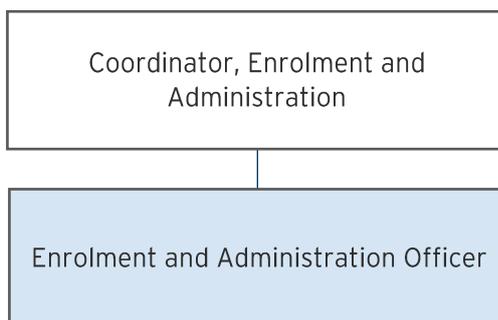
The Enrolment and Administration Officer will work as part of a team to develop and maintain effective collaborative relationships throughout the university community to facilitate information sharing including end-to-end understanding of processes and a holistic view of the student experience.

The focus of this role is to support the Enrolment and Administration Team in the areas of general office administration, and front counter service to students, providing accurate advice and information to students, colleagues and visitors.

The position requires expertise and experience in providing superior customer service, administrative competence in the use of software for multiple databases including Technology One Student Management System (Student One) and Customer Relationship Management (CRM) system, initiative, professionalism and ability to work in a fast paced and dynamic environment.

Reporting Relationship:

This position reports to the Coordinator, Enrolment and Administration:



Selection Criteria:

- Completion of relevant qualification or a combination of professional administration experience and education/training in a customer focused role.
- Demonstrated experience in and a proven commitment to customer service including an ability to work professionally in a high volume, process driven administrative environment with variable workflow patterns demonstrating accuracy and attention to detail.

- Demonstrated initiative and problem-solving skills and the ability to prioritise work and meet deadlines.
- Demonstrated high level of computer literacy with ability and willingness to embrace new technologies and identify opportunities for process and systems-based improvements.
- Demonstrated attention to detail with ability to interpret policy, regulations and guidelines.
- Demonstrated ability to work flexibly and independently as an effective team member.
- Excellent oral and written communication skills, with the ability to liaise at all levels and with people from diverse backgrounds and cultures.

Desirable Criteria:

- Completion of a bachelor's degree
- Previous experience in a higher education institution in the area of student administration, customer service or student services.

Competency	Responsibility
<p>Student Engagement</p>	<ul style="list-style-type: none"> • Provide high quality service and support to clients who present at Student Assist including appropriate referral to other service areas of the university in a professional manner. • Assist students in the use of technology for their enrolment and class registration and provide instruction on accessing relevant information. • Provide professional, timely and accurate turnaround of all student correspondence relating to inquiries made in person, via email and telephone ensuring first point of resolution. This includes producing student letters and transcripts upon request. • Build positive relationships with students. • Produce student ID cards and process requests for Tertiary Concession Cards (TCC) in a timely and accurate manner. • Process online verification requests from external bodies. • Provide statistics on workflow during the student lifecycle to assist in planning and creating efficiencies.
<p>Corporate and Student Systems, and general administration</p>	<ul style="list-style-type: none"> • Be familiar with areas of Student One that assist in this role, in particular, online forms and enquiries. • Be able to assist students to navigate eStudent, make amendments and submit online applications. • Assist with student IT access issues. • Awareness of iLearn and other corporate student systems. • Be familiar and able to assist staff with University corporate systems eg. eRecruit, CRM. • Management of specific SBS Shared Drive folders. • Undertake general administration for the department, including stock management and purchasing.
<p>Team Support</p>	<ul style="list-style-type: none"> • Support recruitment and training of student leaders. • Assist in the roster and allocation of duties for the student leaders. • Provide general administrative support to the Student Business Services Department and to the Director, Student Business Services as required. • Assist with the organisation and attendance at events such as Orientation and Graduation. • Oversee running of the SBS office in relation to internal and external mail, kitchen roster, and distribution of documents received at the office. • Order supplies for areas of SBS and Student Systems.

	<ul style="list-style-type: none"> • Develop and maintain effective collaborative relationships throughout the university community to facilitate information sharing and a holistic view of the student experience.
Understanding of Quality Assurance	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 actively engage in ongoing professional development to strengthen their cultural awareness and sensitivity, recognising that this is a continuous learning process that supports an inclusive and respectful workplace.
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 role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.