



## Position Description

<b>Position Title:</b> Business Services Officer	<b>Classification:</b> Bond Level 3
<b>Faculty/School/Office:</b> Faculty of Health Sciences and Medicine	<b>Date Position Classified/Updated:</b> April 2026

### Purpose of the Position:

Staff engaged within the Faculty of Health Sciences and Medicine's *Executive and Business Services* (EBS) Team are expected to demonstrate three key responsibilities: (1) Responsibilities to the Position; (2) Responsibilities to the EBS team; and (3) Responsibilities to Team Colleagues.

#### (1) Responsibilities to the Position

The primary responsibility of the Business Services Officer position is to provide high-level administration and professional services to Faculty, including but not limited to:

- Travel Arrangements;
- Professional Development Arrangements;
- Onboarding and Offboarding of Staff and/or Honorary Adjuncts;
- Variations to conditions of employment for Staff;
- Purchasing Arrangements;
- Accounts Payable and Accounts Receivable;
- Minute-taking and Committee / Working Group Secretariat duties;
- Coordinating and arranging meetings and events;
- Building Logistics, Office Allocations, and Asset Allocations;
- Front of House Duties;
- Professional support to the Business Manager and other senior staff such as project support, reports, analysis, quality assurance, training, and support to meet the needs of Faculty and the Faculty's Research Centres, Programs, and other teams.

#### (2) Responsibilities to the EBS Team

The Executive and Business Services (EBS) Team is one of the first points of contact for enquiries relating to professional services within the Faculty, and is responsible for the coordination, implementation, and provision of professional services to the Faculty to ensure the smooth, effective, and efficient operation of the Faculty and the Faculty's Programs.

#### (3) Responsibilities to Team Colleagues

All team colleagues within the EBS Team are expected to stand in for other members of the EBS team when requested and/or required. The willingness and ability to provide and receive cross-training and to assist and/or take over the duties of team colleagues is therefore an essential attribute of this position.

### Locations

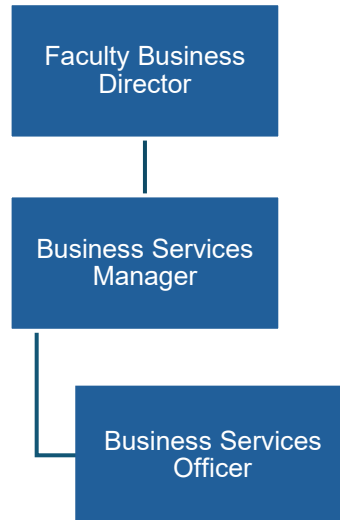
The Faculty of Health Sciences and Medicine's EBS Team currently provides professional services to four sites, and Business Services Officers will be required to attend and operate from some or all of the Bond University Varsity Lakes campus, Bond Institute of Health and Sport, Bond University Clinical Education and Research Centre, and Bond in Brisbane.

**Hours**

Indicative hours are 8.30 am to 5.00 pm daily. However, on occasion the workloads associated with the responsibilities of the EBS Team may mean that there is a requirement to work outside these usual times and/or days.

**Reporting Relationship:**

The Business Services Officer will report to the Business Services Manager

**Selection Criteria:**

- Ability to operate computer systems and software packages such as Microsoft Office/Suite to a high standard (e.g. Teams, Word, Excel, PowerPoint, OneNote, Publisher, Access, Skype, etc).
- Previous experience in a service-oriented position, working effectively as part of a team with a customer-first focus while contributing to team outcomes with high attention to accuracy and detail;
- A willingness and the ability to provide and receive cross-training, to assist and/or take over the duties of team colleagues; and to lean and/or create and implement effective processes and systems;
- Excellent interpersonal and communication (written and oral) skills with attention to detail, and the capacity to deal respectfully with colleagues and clients / customers from diverse backgrounds;
- Strong organisational and planning skills, including the ability to prioritise workload, meet deadlines, and demonstrate flexibility in dealing with conflicting demands without compromising standards of service and quality;
- Well-developed problem-solving skills, while maintaining continuous improvement values.

**Desirable Criteria:**

- Experience with Office365 applications and services (e.g. Bookings, Edge, Forms, Intune, InfoPath, Lists, Stream, To Do, MyAnalytics, Planning, Power Apps, Power Automate, Project, Sharepoint, Sway, Teams, Visio, Viva, Whiteboard, Workplace Analytics, Yammer, etc).
- A working knowledge and understanding of the importance of processes and procedures.

<b>Competency</b>	<b>Responsibility</b>
<b>Program Support</b>	<ul style="list-style-type: none"> <li>• Provide professional services to the Faculty's Research Centre.</li> <li>• Provide professional services to the Medical Program.</li> <li>• Provide professional services to the Allied Health Programs.</li> </ul>
<b>Minute-taking and Committee / Working Group Secretariat duties</b>	<ul style="list-style-type: none"> <li>• Provide executive and/or secretariat support to committees and working groups.</li> <li>• Prepare, collate, and distribute agendas, minutes, and outcomes.</li> <li>• Follow up meeting actions as required.</li> </ul>
<b>Meetings and Events</b>	<ul style="list-style-type: none"> <li>• Organise and coordinate meetings and events.</li> </ul>
<b>Building Logistics, Office Allocations, and Asset Allocations</b>	<ul style="list-style-type: none"> <li>• Arrange logistics around changes in infrastructure requirements.</li> <li>• Manage stationary suppliers and order processing.</li> </ul>
<b>Travel Arrangements</b>	<ul style="list-style-type: none"> <li>• Organise and coordinate travel arrangements.</li> <li>• Enter information and data into the appropriate systems.</li> </ul>
<b>Professional Development Arrangements</b>	<ul style="list-style-type: none"> <li>• Demonstrate high-level competence in the organisation and processing of a broad range of requirements.</li> <li>• Coordinate professional development arrangements and enter information and data into the appropriate systems.</li> </ul>
<b>Onboarding, Offboarding, and Variations for Staff and/or Honorary Adjuncts</b>	<ul style="list-style-type: none"> <li>• Attend to record management, including maintaining the filing system and confidential records, and filing of documentation.</li> <li>• Complete relevant and required processes for the appointment of Staff and/or Honorary Adjuncts.</li> <li>• Providing induction and orientation for the new Staff and/or Honorary Adjuncts.</li> </ul>
<b>Purchasing Arrangements</b>	<ul style="list-style-type: none"> <li>• Organise purchases and process through the Finance system.</li> </ul>
<b>Accounts Payable and Accounts Receivable</b>	<ul style="list-style-type: none"> <li>• Undertake data entry to the Finance system for Accounts Payable and Accounts Receivable.</li> <li>• Raise and distribute Requisitions and Purchase Orders as required.</li> </ul>
<b>Front of House Duties</b>	<ul style="list-style-type: none"> <li>• Assist in the coordination of requests for information from stakeholders including students, colleagues, the Faculty, and the University.</li> <li>• Liaise with students, colleagues, clients/customers, consultants, and the general public.</li> <li>• Provide reception services, including receipt of deliveries.</li> <li>• Attend to data entry and maintain distribution lists.</li> <li>• Manage stationary and asset stock levels.</li> <li>• Attend to provision and receipt of Petty Cash.</li> </ul>
<b>Professional support to the Business Services Manager and the Manager - Research Development</b>	<ul style="list-style-type: none"> <li>• Provide professional support including but not limited to project support, reports, analysis, quality assurance, and training.</li> <li>• Provide support to the Faculty and the Faculty's Research Centres, Programs, and other teams.</li> <li>• Provide administrative support and assistance to the EBS team.</li> <li>• Provide other administrative duties commensurate with the position and level.</li> </ul>
<b>Quality Assurance and Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Demonstrate an understanding of, and contributes to, quality assurance and continuous improvement activities relevant to the role.</li> <li>• Perform duties in alignment with the Bond University Strategic Plan, University policies, and established quality assurance and review processes.</li> </ul>

<b>Cultural Safety, Inclusion and Respect</b>	<ul style="list-style-type: none"> <li>• Demonstrate respect for diversity and contributes to a culturally safe, inclusive and discrimination free workplace.</li> <li>• Engage respectfully with staff, students and stakeholders from diverse cultural, linguistic and social backgrounds, including Aboriginal and Torres Strait Islander peoples.</li> <li>• Comply with University policies and applicable anti-discrimination and workplace behaviour legislation.</li> <li>• Participate in relevant training or development activities that support cultural safety and inclusive practice.</li> </ul>
<b>Work Health and Safety Responsibilities</b>	<ul style="list-style-type: none"> <li>• Take reasonable care for own health and safety and that of others, in accordance with the Work Health and Safety Act 2011 (Qld).</li> <li>• Comply with University WHS policies, procedures and instructions, including those relating to psychosocial health and safety.</li> <li>• Promptly report hazards, incidents and risks to their manager or through established reporting mechanisms.</li> <li>• Where the role has supervisory or managerial responsibilities, ensure risks are assessed, appropriate controls are implemented, and workers are consulted in accordance with WHS legislation.</li> <li>• Complete mandatory and assigned WHS training.</li> <li>• Comply with return-to-work program requirements following injury/illness.</li> </ul>

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.