



Position Description

Position Title: Coordinator, Admissions	Classification: Bond 5
Faculty/School/Office: Future Students, Admissions	Date Position Classified/Updated: July 2025

Purpose of the Position:

The Office of Future Students (OFS) at Bond University has a clear vision to raise the University's global reputation as a premium institution with a distinctive value proposition, to generate growth opportunities and to encourage more students to consider, engage with, and ultimately choose to study at Bond University.

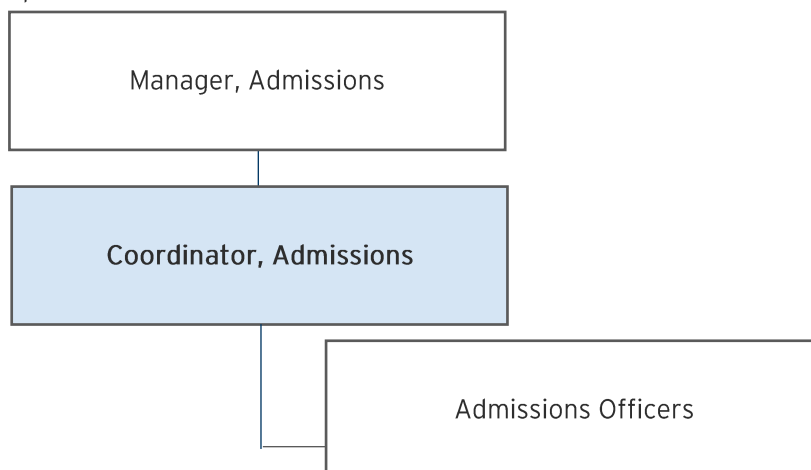
The Admissions Office is primarily responsible for assessing and processing domestic and international applications to the University.

The Coordinator, Admissions is an important role within the admissions team, responsible for coordinating the end-to-end processing of student applications. This position ensures that a team of Admissions Officers operates efficiently, accurately, and in alignment with university policies and procedures. The role manages daily workflows, monitors performance, and provides guidance and support to the Admissions Officers.

In addition to supervising a team of Admissions Officers, the Coordinator, Admissions acts as liaison between admissions and other departments, including faculties, Office of Future Students, and Student Business Services. The role requires excellent organisational and communication skills, a proactive approach to problem-solving, and the ability to manage competing priorities in a dynamic environment. The role also contributes to continuous improvement initiatives, data reporting and planning.

Reporting Relationship:

This position reports directly to the Manager, Admissions and is responsible for a number of Admissions Officers as direct reports.



Selection Criteria:

- Completion of a relevant degree and/or previous administrative experience in a university or other related environment at a similar level.
- Demonstrated experience in university admissions processes, with a sound understanding of the legislative and regulatory frameworks governing both domestic and international student admissions and compliance requirements.
- Demonstrated commitment to delivering high-quality client service, with the ability to build strong relationships and provide advice to a diverse range of internal and external stakeholders.
- High level verbal, written and interpersonal communication skills, with the ability to collaborate positively across key stakeholders.
- Demonstrated ability to deal with complex issues and interpret policies and procedures.
- Ability to manage, train and support staff to develop a high-performance, customer focused culture.
- Experience in identifying opportunities for innovation and applying solutions to improve efficiency and accuracy in admissions processes.

Desirable Criteria:

- Demonstrated proficiency in student management systems (e.g. StudyLink, Student One, Microsoft Dynamics 365)

Competency	Responsibility
Admissions Operations	<ul style="list-style-type: none">• Provide high-level admissions advice and manage complex or escalated application cases in alignment with university policies and procedures.• Conduct thorough audits of application files to ensure completeness, accuracy, and compliance with university policy, process and other compliance standards.• Produce and analyse admissions reports, both internal and external, to support data-driven decision making and continuous improvement.• Coordinate key admissions timelines and deliverables, including processes related to Year 12 applications, strategic programs, and scholarships assessments.• Collaborate effectively across departments, including faculties, recruitment and conversion teams, and the credit assessment team, to ensure a seamless admissions experience.• In collaboration with the Manager, Admissions, evaluate and improve admissions workflow by identifying inefficiencies and implementing process improvements to maximise operational performance and streamline operations.• Support application processing during peak periods, including the assessment of domestic and international applications, as needed.

Staff Management	<ul style="list-style-type: none"> • Lead and manage a team of Admissions Officers, cultivating a high-performance culture focused on service excellence and continuous improvement. • Assess staff capability and coordinate targeted training initiatives to enhance and promote sector best practices. • Effectively manage the full lifecycle of recruitment and onboarding of Admissions Officers, in partnership with the People and Talent team and the Manager, Admissions. This includes recruitment of suitable candidates, facilitating a smooth onboarding experience that promotes team integration, and overseeing the probationary period to ensure successful staff transition and performance.
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to the continuous improvement of admissions systems and practices through liaising with staff and stakeholders. • Liaise with the Manager, Admissions and the Coordinator, Business Systems and Processes to explore system changes and design solutions to complex system or process issues.
Customer Service	<ul style="list-style-type: none"> • Commitment to excellent customer service when liaising with staff and other stakeholders within the University as well as overseas partners. • Develop and nurture positive working relationships within the Student and Academic Services area, Faculties, the Office of Future Students.
Knowledge and Technical Skills	<ul style="list-style-type: none"> • Thorough working knowledge and understanding of Bond's Admissions Policy and operational processes. • Ability to accurately interpret and apply university regulations and policies when providing guidance and advice to students and staff.
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 attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.
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.