



Position Description

Position Title: Administration Officer	Classification: Bond Level 3
Faculty/School/Office: Student Success and Wellbeing	Date Position Classified/Updated: May 2026

Purpose of the Position:

The Administration Officer for the Student Success and Wellbeing (SSW) portfolio will provide high level administrative support to the Director and Heads of Service of the SSW portfolio, and undertake a range of administrative, event support, finance and human resource, including (but not limited to) triaging communication and enquiries from students and staff and sending targeted communications to students and stakeholder groups, assisting and engaging with SSW Orientation, Careers, and Bond Together programming and events, data (BI) sourcing for the purposes of periodic reports, and follow-up of actions arising from working groups, committees and projects led by Director SSW.

The Student Success and Wellbeing portfolio is responsible for a wide range of student service spanning student orientation and transition to university, student health, wellbeing and safety, academic skills development and learning support, access and inclusion, and career development, employability and experiential learning opportunities. The incumbent will be student-centric, empathetic and solution focused, and will support key initiatives and activities across the areas sitting within the SSW portfolio under the guidance of the Director, subject to need and demand at different points in the student lifecycle. This includes specific tasks related to supporting Access and Inclusion with the timely development of Learning Access Plans at key points in semester and occasional backfill for the Counselling and Medical Centre reception as required.

HOURS OF WORK:

The indicative hours of work are 8:30am-5:00pm, Monday to Friday. However, the incumbent may be required to work on occasions outside of these hours to support specific university events and initiatives including evenings, weekends, and public holidays.

LEAVE:

Due to the nature of the position, high demand periods occur immediately prior to and during orientation and commencement of study each semester and end of semester (weeks 10 – exam period). Leave periods are negotiated within this context to ensure student initiatives and services are delivered on time and of high quality.

Reporting Relationship:

This position reports to the Director of Student Success and Wellbeing. The incumbent is expected to work closely with all internal and external stakeholders.



Selection Criteria:

- Completion of Diploma level tertiary level qualification at minimum, and demonstrated work experience in an administrative, events and/or people service delivery organisation.
- Excellent interpersonal skills with the capacity to engage empathetically with diversity of students, stakeholders and industry, and provide people-centric, inclusive, professional, and proactive service when responding to enquiries, triaging and resolving complex issues.
- Well-developed administrative, professional writing and time management skills, with an enthusiasm for identifying opportunities for continuous improvement to service delivery.
- Confidence and capacity to make evidence based and considered decisions, including the capacity to assess whether to independently problem solve or seek guidance where needed.
- High level technical skills with demonstrated experience in commonly used computer applications including Office 365, Outlook, MS Word, Excel, PowerPoint, and build capability in visual design and business intelligence platforms.
- Ability to source and apply relevant University policies and procedures to inform own practice and for purpose of directing university students and stakeholders.
- Proven ability and adaptability to work in a dynamic and fast paced environment, handling highly sensitive information and issues, demonstrating an understanding empathy and privacy, and working in partnership with Director to prioritise workload and wellbeing, to meet competing demands.
- A valid Queensland Blue Card (Working With Children Check)

Desirable Criteria:

- Previous experience in a tertiary environment or large, complex organization.

Competency	Responsibility
Client Service	<ul style="list-style-type: none">• Provide people-centric and professional service to all internal and external stakeholders.• Develop and maintain a sound knowledge of university ethos, relevant policies, strategies and plans, as well as the key priorities of the Student Success and Wellbeing portfolio.• Maintain an inclusive and welcoming presence, greeting and directing all stakeholders with courtesy and respect.• Take an appreciative enquiry approach to understanding presenting issues and refer to relevant areas in SSW or university as appropriate. Promote and support students to book appointments through the BondConnect platform and identify any challenges with access to services in a timely manner.• Resolve student and stakeholder issues and concerns in a timely manner, escalating to the appropriate senior staff as necessary.

	Maintain privacy and confidentiality on all matters and seek guidance from Director or Heads wherever needed.
Administration	<ul style="list-style-type: none"> • Support SSW finance, human resources, service administration events, and other activities. • Support updates to digital signage content, events and activities materials and other University initiatives and communications. • Maintain stocks of office supplies and resources, including support of the Medical Centre orders. • Maintain current knowledge of SSW personnel and University key contacts for correct direction and referral of enquiries. • Source data and generate reports and searches as needed to support data and internal and external reporting. • Maintain shared point files and/or databases, digitalizing and filing various materials and correspondence to maintain files. • Process SSW Infra requests to Facilities Management/ requests to Events, Food & Beverage and follow up as required.
Finance	<ul style="list-style-type: none"> • Provide finance processing duties for SSW senior staff. • Run monthly reports for SSW senior staff • Oversee and acquit credit card transactions for relevant SSW staff members. • Process invoices as required. • Create purchase orders via Finance One
Events Administration Support	<ul style="list-style-type: none"> • Assist in the planning, organization, and delivery of SSW events including room bookings, catering and event orders, and liaison with stakeholders. These include: <ul style="list-style-type: none"> ○ Orientation and transition programs ○ Employer events and Annual Careers Fair ○ Bond Together and Wellness Events ○ SSW Strategy and Planning ○ Team professional development opportunities • Ensure student registrations are captured for all events and run reports as needed.
Working Relationships	<ul style="list-style-type: none"> • Contribute to promoting a positive working environment with SSW, and broader university and external stakeholders. • Establish and maintain positive, mutually beneficial working relationships/networks. • Provide back-up assistance and support to various other roles within SSW as required.
Quality Assurance and Continuous Improvement	<ul style="list-style-type: none"> • Demonstrate an understanding of, and contributes to, quality assurance and continuous improvement activities relevant to the role. • Perform duties in alignment with the Bond University Strategic Plan, University policies, and established quality assurance and review processes.
Trauma-Informed Principles, Cultural Safety, Inclusion and Respect	<ul style="list-style-type: none"> • Staff engage with students and stakeholders from a variety of backgrounds and experiences. It is expected that a trauma-informed approach, respect, and sensitivity will form the basis for a professional working relationship. • Staff are encouraged to attend trauma-informed principles and cultural sensitivity workshops to further enhance and develop cultural awareness and cultural sensitivity skills. • Demonstrate respect for diversity and contribute to a culturally safe, inclusive and discrimination free workplace. • Engage respectfully with staff, students and stakeholders from diverse cultural, linguistic and social backgrounds, including Aboriginal and Torres Strait Islander peoples. • Comply with University policies and applicable anti-discrimination and workplace behaviour legislation.

	<ul style="list-style-type: none"> • Participate in relevant training or development activities that support cultural safety and inclusive practice.
Work Health and Safety Responsibilities	<ul style="list-style-type: none"> • Take reasonable care for own health and safety and that of others, in accordance with the Work Health and Safety Act 2011 (Qld). • Comply with University WHS policies, procedures and instructions, including those relating to psychosocial health and safety. • Promptly report hazards, incidents and risks to their manager or through established reporting mechanisms. • 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. • Complete mandatory and assigned WHS training. • Comply with return-to-work program requirements following injury/illness.

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.