



Position Description

Position Title: Systems & Process Advisor	Classification: Bond Level: 4
Faculty/School/Office: Financial Services	Date Position Classified/Updated: August 2026

Purpose of the Position:

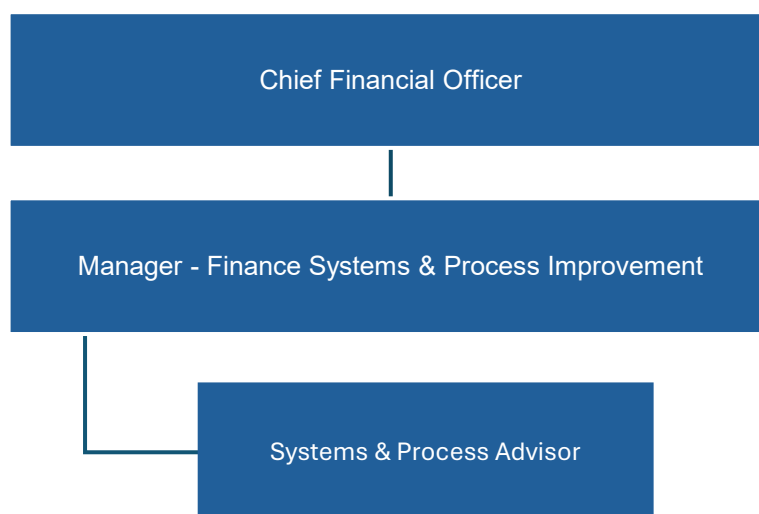
Working under direction with the Manager - Finance Systems & Process Improvement the Systems & Process Advisor provides advice and support in relation to finance systems, procedures and process improvement activities across Financial Services. The role assists the Manager with analysing, reviewing and enhancing finance and payroll-related systems, workflows and operational procedures to improve efficiency, accuracy, compliance and service delivery.

The position supports the evaluation of existing finance, payroll and related business processes, identifies opportunities for improvement, and assists with the implementation of enhanced procedures aligned with organisational objectives. This includes analysing system functionality, maintaining process documentation and workflow maps, supporting system enhancements, and contributing to continuous improvement initiatives across Financial Services.

The position plays a key role in supporting organisational effectiveness through structured analysis of systems, methods and procedures, applying best practice process improvement and governance frameworks.

Reporting Relationship:

This position reports to the Manager - Finance Systems & Process Improvement:



Selection Criteria:

- Degree qualification in Business, Commerce, Finance, Information Systems or a related discipline, or an equivalent combination of relevant experience and education.
- Demonstrated experience in finance systems administration, business process improvement, procedural development, or a related operational environment.
- Demonstrated ability to analyse business processes and systems, identify improvement opportunities, investigate issues, and implement practical solutions.
- Experience developing and maintaining procedural documentation, standard operating procedures and user guides.
- Experience supporting finance, payroll, workforce management or enterprise systems.
- Well-developed communication, stakeholder engagement and customer service skills.
- Demonstrated experience supporting system enhancements, testing, implementation and change initiatives.
- Strong analytical and problem-solving skills, including investigation and root-cause analysis.

Desirable Criteria:

- Experience working within higher education or another complex organisational environment.
- Experience with Technology One, Humanforce, Dayforce or comparable enterprise systems.
- Experience with reporting and data analysis tools including Excel and Power BI.
- Experience in governance, compliance, audit or process improvement frameworks.
- Relevant certification in Business Analysis, Lean Six Sigma, Change Management or related disciplines.

Competency	Responsibility
Process Analysis & Workflow Review	• Support the analysis of finance-related workflows and business processes • Work to identify inefficiencies and improvement opportunities • Assist in the development and maintenance of process maps and procedural documentation.
Systems Evaluation & Optimisation	• Assist in assessing effectiveness of finance, payroll, and related enterprise systems • Support the review of system configuration, controls and business usage practices • Consider system and process enhancements and make recommendations to the Manager
Continuous Improvement	• Support the identification and implementation of process improvement initiatives • Contribute to organisational efficiency and optimisation activities • Contribute to broader finance systems improvements
Problem Solving & Investigation	• Under direction, investigate system, process and data-related issues across Financial Services • Conduct general root cause analysis investigations • Coordinate resolution with vendors and stakeholders as required
Documentation & Procedure Development	• Develop and maintain SOPs and procedural documentation • Update user guides and training materials • Ensure documentation reflects current processes
Change Implementation & Testing	• Support testing of system and process changes • Assist in rollout of enhancements and upgrades • Validate outcomes against requirements
Stakeholder Engagement & Communication	• Provide general advice and support regarding finance systems, procedures and process improvements • Support managers and staff in adopting effective system and process practices. • Contribute to projects and operational initiatives through knowledge of finance systems and procedures. • Liaise with Finance, Payroll, People and Talent, ITS and other stakeholders • Collaborate with external vendors and service providers.

	Communicate system and procedural changes effectively to stakeholders
User Support & Training	- Provide support and guidance to finance system users - Assist with training, knowledge transfer and procedural compliance - Resolve user queries related to systems and processes - Support the adoption of new systems and processes.
Data & Reporting Support	- Support financial, operational and system reporting, including data validation and reconciliation activities. - Promote accuracy, consistency and integrity of system data. - Contribute to reporting process improvements
Compliance & Process Governance	- Ensure processes align with organisational policies and internal controls - Support effective governance and administration of finance systems. - Identify control gaps and recommend improvements - Support audit and compliance activities
Quality Assurance and Continuous Improvement	- 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.
Cultural Safety, Inclusion and Respect	- 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. - Participate in relevant training or development activities that support cultural safety and inclusive practice.
Work Health and Safety Responsibilities	- 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.