

Position Description

Position Title: Program Manager, Transformation CoLab	Classification: Bond Level 6
Faculty/School/Office: Office of Provost / Transformation CoLab	Date Position Classified/Updated: October 2026

Purpose of the Position:

Bond University is a private, not-for-profit university located on Queensland's famous Gold Coast. The University attracts students from all states and territories in Australia, as well as from over 60 countries overseas.

The Bond University Transformation CoLab (TCL) provides a space that cultivates enduring partnerships between students, staff, industry and the community. By working directly with industry in a transdisciplinary setting, the TCL creates initiatives to develop graduates who are sought after by employers. Working on real-world problems and learning in authentic workplace settings are key aspects of this approach. Two transformation degree programs enable graduates to succeed in new and emerging careers; these are the:

- Bachelor of Digital Transformation
- Bachelor of Entrepreneurial Transformation

The Program Manager, Transformation Colab coordinates a cross-University team responsible for the professional and efficient delivery of the two Transformation degrees. An important aspect of the role is to identify, develop and maintain relationships with industry partners as potential providers of student work-based placements. The position is responsible for proactively and independently managing relationships with external stakeholders and academic and professional staff from the Faculties and operational offices.

The incumbent ensures the provision of high-level and comprehensive administrative and operational support for the delivery of the Transformation Programs. The incumbent is required to have established professional judgment skills and the ability to be an effective public interface for the TCL. Operating with a high degree of independence in a fast-paced environment, the position is required to be exceedingly well organised, flexible, proactive, resourceful and efficient.

The position requires an expert in all aspects of the Transformation Programs and will act as a mentor and be the point of contact for students admitted to the Transformation programs.

The position is also required, where appropriate, to advise students of the rules, precedents, guidelines and policies established by the University in relation to the Transformation Programs and will assist the Deputy Vice-Chancellor Academic with policy developments.

The specific responsibilities of this position include, but are not limited to:

Personalised Student Experience and Progression

- Serve as the principal point of contact for students in the two Transformation Programs, providing responsive, personalised guidance and support.
- Guide, monitor and support each student's progress from application to graduation, identifying issues early and coordinating appropriate advice or assistance.
- Provide accurate advice on program requirements, study pathways, relevant University policies and key progression milestones.
- Monitor scholarship students' academic progress and support compliance with scholarship requirements.

Industry Partnerships and Workplace Immersion

- Build, maintain and expand strong relationships with a diverse range of industry and community partners able to provide meaningful workplace immersion opportunities.
- Identify and develop placement opportunities that align with the professional focus of the programs and the interests, capabilities and progression needs of individual students.
- Manage the end-to-end placement process, including matching students and hosts, confirming arrangements, maintaining communication, monitoring progress and resolving issues.
- Represent the Transformation Programs professionally with external stakeholders and strengthen partners' ongoing engagement with students and the University.

Program Coordination

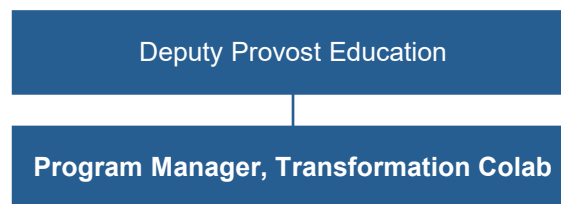
- Contribute to the administrative and operational activities required for the effective delivery of the two programs.
- Liaise with academic and professional areas to ensure students receive consistent information and timely support.
- Maintain practical processes, records and resources that support student progression, placements and continuous improvement.
- Contribute to recruitment and program promotion activities as required, in coordination with relevant University teams.

Any other related tasks as assigned by the Deputy Provost Education.

Flexible work hours will be negotiated to fill the 0.5 FTE role.

Reporting Relationship:

This position reports to the Deputy Provost Education:

**Selection Criteria:**

- Completed university degree, or equivalent, with significant relevant experience.
- Experience in higher education or training environments.
- Proven ability to identify, develop and maintain relationships with industry partners as potential providers of student work-based experience and placement providers.
- An ability to coordinate and influence academic and professional staff across the University to ensure the effective delivery of educational programs.
- High-level networking skills and an ability to liaise with people at all levels, both within the University and with external organisations.
- Demonstrated capacity to consult, assist and advise students.
- Experience in establishing and managing effective administrative systems, procedures, policies and reporting mechanisms.
- Evidence of excellent administrative and organisational skills.
- Excellent oral and written communication skills as well as excellent interpersonal skills.
- Demonstrated ability to exercise independent judgement, personal initiative and ethical behaviour.
- High level computer literacy with demonstrated experience in commonly used computer applications including Outlook, Word, Excel PowerPoint and data base applications.
- Works effectively with others to foster an effective and harmonious team environment.

Desirable Criteria:

- Current Australian drivers' licence.
- Previous experience with University systems

Competency	Responsibility
Program Manager	• Manage the development and delivery of the program curriculum. This includes: ◦ maintaining the programs' web pages and iLearn sites; ◦ liaising with the Office of Learning and Teaching to secure additional support and resources as necessary; ◦ resolving any issues or concerns raised by students or staff; ◦ processing of Transformation Program scholarship applications. • Monitor academic progression throughout program to ensure Scholarship requirements are being met.
Marketing	• Liaise with Central Marketing and OFS to develop new marketing strategies to engage with domestic work placement providers and target key student recruitment initiatives. • Coordinate with Central Marketing to ensure effective promotion of the program to enhance the University's brand and reputation. This includes: ◦ events; ◦ news releases; ◦ web site; ◦ social media; ◦ print collateral, ◦ and related materials. • Attend recruitment/promotional activities such as exhibitions, employer events/fairs and other relevant networking opportunities.
Industry Engagement	• Oversee all aspects of sourcing, managing and placing students into suitable work placement opportunities. • Maintain regular visits to work placement sites. • Develop a business strategy ensure sufficient work placements are available. • High-level liaison with Career Development Centre (CDC) in all aspects of placement process and business planning. • All aspects of due diligence – assessing risk, overseeing relevant insurance and other documentation. • Oversee an effective system for managing employer contacts and relationships in conjunction with CDC.
Student Administration and Support	• Establish and manage academic processes related to students' commencement, enrolment and assessment in conjunction with central policies and procedures. • Liaise with other administrative areas within the University on relevant CoLab student related issues. • Provide specialist advice and support to students. Escalate matters to the Deputy Provost Education as required. • Monitor class enrolments and timetabling allocations to ensure that optimal use is made of University resources and Liaise with the Business Manager to rectify problems.
Other Administration	• Provide briefing papers, reports and other information related to the program as requested by the Deputy Provost Education. • Manage competing demands, take responsibility for own actions, keep commitments, prioritise and plan work activities and complete tasks on time. • Demonstrated discretion, diplomacy and ability to apply the principles of confidentiality.
Continuous Improvement	• Develop and maintain relevant key performance indicators and report these on a regular basis to the Deputy Provost Education. • Create added value through ongoing quality control to ensure program outcomes and enable continuous improvement.
Quality Assurance and Continuous Improvement	• Demonstrate an understanding of, and contribute 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 on other tasks and areas as directed by the Management.