



Position Description

Position Title: Executive Officer, Complaints and Inquiries	Classification: Bond Level 5
Faculty/School/Office: Office of the University Registrar	Date Position Classified: September 2026

Purpose of the Position:

Located within the Student Success and Wellbeing portfolio, the service area of Complaints and Student Conduct (CSC) is responsible for managing the University's complaints and feedback process and for investigating incidents of student academic and/or general misconduct within its remit. The area also assists with education and training, development and review of policies, procedures, guidelines and resources, records management, and other activities that enhance and embed the University's policy framework concerning complaints and student misconduct.

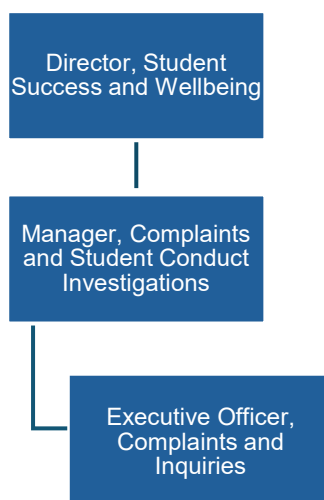
The Executive Officer, Complaints and Inquiries, will support and undertake professional, timely and effective action concerning the assessment, coordination, investigation and documentation of complaints and student misconduct matters. This includes gathering and assessing relevant information, liaising with internal and external parties where necessary, and progressing matters under the broad direction of the Manager, Complaints and Student Conduct Investigations.

The position will provide high level administrative and organisational support to the Manager, Complaints and Student Conduct Investigations, and will participate in committees, project teams and working groups where relevant.

The incumbent will be expected to become familiar with regulatory and policy requirements applicable to the activities of CSC, so as to be able to provide authoritative advice and expertise.

Reporting Relationship:

The position reports to the Manager, Complaints and Student Conduct Investigations.



Selection Criteria: • Bachelor's degree or equivalent qualification and relevant work experience. • Understanding of the tertiary education environment, including regulatory requirements (e.g., TEQSA, HESA, ESOS, NSO) relevant to the activities of CSC, or the ability to acquire such understanding. • High level organisational and administrative skills. • Ability to undertake complaint or misconduct investigations, including gathering and assessing information, maintaining accurate records, and applying relevant policies and procedures. • Experience working with large case management systems. • Highly developed written and oral communication skills, with the ability to communicate compassionately, clearly and appropriately with complainants and members of the Bond Community. • Knowledge of Bond University policies and administrative procedures, or the ability to acquire such knowledge, and to interpret and apply it. • Ability to work collaboratively within a team and to cooperate effectively with academic and administrative colleagues. • Ability to remain objective and impartial and to uphold confidentiality and privacy obligations.
Desirable Criteria: • Experience working in complaints, investigations and/or with misconduct related matters. • Experience working in the tertiary education context. • Understanding of the principles of procedural fairness.

Competency	Responsibility
Knowledge and Technical Skills	• Knowledge and understanding of regulatory and policy requirements relating to the activities of CSC. • Knowledge and understanding of investigation processes, evidence handling, recordkeeping, confidentiality and privacy in investigative contexts. • Proficiency or ability and willingness to quickly obtain proficiency in working with relevant software systems and databases (including Student One, Power BI, D365 and Advocate). • Proficiency in the Microsoft suite of tools.
Communication	• Communicate concisely and coherently, both orally and in writing. • Use appropriate questioning techniques to ascertain and clarify information.
Confidentiality	• Maintain strict confidentiality and apply appropriate sensitivity and compassion when receiving, responding to and assisting with incident reports, howsoever that information is received by CSC. • Maintain impartiality during investigative processes.
Bond Community	• As a member of the University community, demonstrate the highest possible standards of professional and personal conduct.
Case Management and Investigations	• Typical tasks, performed under the broad direction of the Manager, Complaints and Student Conduct Investigations, include: - undertaking preliminary assessment of complaints and misconduct reports; - planning and conducting investigations into complaints and misconduct matters; - communicating with or seeking information from staff, students or other relevant parties; - conducting interviews; - organising and assessing evidentiary material; - preparing draft correspondence, file notes, chronologies, investigation summaries and other case-related documentation; - entering, retrieving and maintaining accurate information in relevant case management systems and databases; - monitoring outstanding complaints and misconduct issues falling within the remit of CSC;

	- tracking investigation milestones, and ensuring matters progress in accordance with policy timeframes; - providing appropriate updates to complainants, respondents and relevant students about the status and progress of their matters; - scheduling meetings and completing meeting preparation and follow-up; - providing reasonable general administrative and organisational assistance.
Team Contribution	• Work collaboratively within the CSC team, sharing responsibilities and providing back-up support as required. • Contribute to a culture of professionalism, collegiality, and service excellence. • Undertake other duties commensurate with the role as directed by the Manager, Complaints and Student Conduct Investigations.
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.

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.