Position Description

Position Title: Manager, Applications and Process Improvement	**Classification:** Bond Level 6
Faculty/School/Office: Student Business Services Office of the Registrar	**Date Position Classified:** September 2026

Purpose of the Position:

- The Manager, Applications and Process Improvement is focused on delivering services to support the University's commitment to an exceptional student experience, leading to positive outcomes in student success, retention and completion.
- The role will have a focus on student systems and associated process improvements, using an evidence-based approach to facilitate the identification and implementation of improvements as well as methods to measure service performance, implementation, and development. The post holder ensures consistency, smooth integration of systems and services, liaising with relevant internal and external stakeholders and effective management of change impacts.
  This includes identifying and investigating business process improvement opportunities and service delivery enhancements, coordinating the development and implementation of service improvement plans for specific systems or processes, in consultation with stakeholders and with the Director's oversight.
- The post holder assists with implementing improvements to the university's student system (Student One) in collaboration with the Manager, Student Systems & Data, and oversees management of applications such as the MyBond student portal and app, as well as systems support for Time Edit timetabling software.

Key Responsibilities include:

- Managing the MyBond student portal and app, including development and implementation of an ongoing future roadmap of improvements.
- Oversight of systems support for Time Edit timetabling software, including identification and implementation of improvements in consultation with IT Services and the central Timetabling and Examinations Team.
- Planning, design, development, and implementation of identified service transformation opportunities in student administration services, from a systems and process perspective.
- Facilitate workshops and discovery sessions to define ongoing improvement of student administrative systems and processes, and translating feedback into tangible outcomes, producing clear, accurate and maintainable business analysis documentation.
- Leading business analysis activities and projects that improve service delivery and are aligned with the University's key strategic goals around the student experience.
- Demonstrating high levels of leadership and coordination in the delivery of student administrative systems and associated process improvements.
- Collaborating with service owners, stakeholders and contributors across the University to understand the effectiveness of current student administrative systems and processes, and how these are delivered to the business, developing agreed service performance metrics (and associated dashboards monitoring performance against benchmarks where available to enable continuous improvements.

- Translate business requirements into clear deliverables for technical teams.
- Lead business analysis activities for strategic and operational initiatives
- Elicit, analyse and document business requirements, user needs and functional specifications
- Analyse business problems and identify practical, evidence-based solutions
- Identify opportunities to improve business processes, systems and service delivery models.
- Conduct root cause analysis and recommend sustainable solutions
- Develop dashboards, reports and performance measures to support decision-making
- Support user acceptance testing and business readiness activities.

The post holder may be required to oversee other applications where a need arises.

Reporting Relationship:

This position reports to the Senior Manager, Student Systems and collaborates with various internal and external stakeholders. The post holder supervises the Applications Administrator.



Selection Criteria:

- Completion of, or progress towards, relevant postgraduate qualifications and extensive relevant experience; or an equivalent combination of relevant experience and education.
- Significant experience in business analysis, process improvement and organisational change.
- Extensive knowledge and understanding of contemporary approaches to customer service (preferably in a higher education setting) with strong analytical and problem-solving capabilities.
- Demonstrated experience analysing complex business problems and developing practical solutions.
- Proven experience in business process mapping, process re-engineering and continuous improvement.
- Ability to communicate effectively with technical and non-technical stakeholders.
- Demonstrated high levels of experience, utilisation and development of administrative systems, including to extract and analyse data to improve the service delivery to students.
- Demonstrated strong interpersonal skills, on the building of strategic and trusted working relationships with a diverse range of people; ability to work autonomously and in a team, managing multiple tasks under tight deadlines.
- Proven project management skills that include a demonstrated ability to plan and set achievable, time-bound tasks from a broad set of strategic and tactical objectives

Desirable Criteria:

- Understanding of higher education administration and student lifecycle processes including knowledge of student administration, enrolments, scholarships or student support functions.
- Awareness of tertiary compliance requirements and external reporting processes.
- Experience with TechnologyOne, CRM systems, workflow automation or business intelligence tools

Competency	Responsibility
Analysis and system Oversight	• Conceptualise, develop and review procedures, objectives and strategies relating to area of responsibility. • Oversee IT systems and associated processes within area of responsibility. • Analyse and understand business issues and challenges. • Identify, gather, and analyse user requirements, specifications, business processes and recommendations. • Identify strengths and weaknesses and suggest areas of improvement. • Develop and design solutions which may be technical or business process or both.
Communication	• Positive relationships are developed; well-regarded by all stakeholders • Liaise closely with consultants, project managers, process owners, process experts, and key stakeholders to undertake business analyses and to map/model and document processes. • Provide advice and support to key stakeholders and assist them in meeting their needs
Leadership	• Lead the planning and implementation of aligned strategic initiatives, providing expertise in recommending, influencing, and facilitating system and associated business process improvements by applying appropriate change management tools and techniques to improve the student experience. • Ability to deal with all levels of staff and management whilst demonstrating high levels of leadership. Possess strong prioritisation skills and the ability to deliver whilst managing a varied workload. • Highly organised, flexible and resilient, with ability to reprioritise and consult as required to meet goals.
Continuous Improvement	• Map and document “as-is” and “to-be” business processes relating to area of responsibility • Analyse and design optimal processes to align with best practice • Manage the development and implementation of new business processes • Ensuring issues and risks are escalated appropriately and addressed • Working effectively with various internal and external stakeholders to ensure the successful completion of projects, initiatives or ‘business as usual’ improvements. • Manage scoping, definition, management and implementation of assigned activities. • Collaborate with stakeholders to understand process performance concerns, and improve customer satisfaction. • Design and implement new systems improvements for areas of responsibility
Relationship Management	• Foster, build and leverage effective networks with key individuals both within and outside of the Department. • Development of collaborative relationships with a wide range of stakeholders across the university • Identifies the communications and relationship needs of stakeholder groups. • Translates communications/stakeholder engagement strategies into specific activities and deliverables. • Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding.

	• Facilitates business decision-making processes. Captures and disseminates technical and business information. • Supports compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
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.