Position Description

Position Title: Student Administration and Compliance Officer	**Classification:** Bond Level 4
Faculty/School/Office: Student Business Services	**Date Position Classified/Updated:** November 2026

Purpose of the Position:

Student Business Services provide administrative support and advice to students and Faculty staff on a range of matters including enrolment, timetabling, examinations, international student compliance, graduation, FEE-HELP, US Loans, Scholarships and Overseas Student Health Cover (OSHC).

The Student Administration and Compliance Officer is responsible for coordinating and monitoring key administrative duties and providing specialist advice to students regarding student compliance and administration. This role will also act as the HR and finance administrator for the work area and assist with the collation, preparation and processing of HR documentation.

The incumbent is required to have an in-depth understanding of the legislative environment (HESA, ESOS, CRICOS), guidelines and policies, and acts as a subject matter expert on student compliance matters including FEE HELP, SA HELP, the Unique Student Identifier (USI), and overseas student loan schemes,providing advice on the interpretation and application of relevant legislative and policy requirements while supporting other Student Business Services core activities.

The focus of this role is to work closely with the Coordinator, Financial Aid and International Compliance, the Financial Aid Officer, the International Student Contact Officer and the Senior Manager, Enrolment and Administration to provide specialist advice and support to students and contribute to the effective management of student compliance requirements. The post holder will also support the university's student enquiry centre (Student Assist) through providing in-person, email and phone assistance at the Student Assist office on a rostered basis and responding to complex enquiries relating to student administration and compliance matters.

The position requires advanced expertise in the use of software for multiple databases including Technology One Student Management System (Student One) and Customer Relationship Management (CRM) systems to support compliance monitoring, reporting and student administration functions.

Hours of Work:
This is a full-time position Monday to Friday. However, as this position will be supporting student related activities, there may be a need to work outside of these hours, on occasion, to be present at graduations, orientations and other functions and events.

Reporting Relationship:

This position reports to Coordinator, Financial Aid and International Compliance:



Selection Criteria:

- Completion of a degree level qualification with at least three years subsequent relevant work experience or an equivalent combination of relevant experience and/or education/training.
- Proven proficiency in the use of technology such as Student Management Systems (Student One and/or equivalent), Customer Relationship Management System/s (CRM) and Microsoft Office suite of products, including the ability to analyse information, maintain data integrity and support compliance monitoring and reporting activities.
- Demonstrated experience in interpreting and applying legislative and regulatory requirements (including HESA, ESOS, CRICOS), within a university student administration and compliance environment.
- Demonstrated well-developed written and oral communication skills in dealing with people from a variety of backgrounds both internal and external to the organisation including the ability to review, develop and refine business processes and procedures to support continuous improvement and compliance outcomes.
- Demonstrated organisational and time management skills with the ability to manage own workload and prioritise to ensure goals and targets are met (within the context of competing priorities).
- Demonstrated excellence in customer service skills in managing high volume of enquiries, utilising sound judgement and problem-solving skills to provide specialised information, advice and quality outcomes.
- Proven ability to work independently and collaboratively in a busy fast-paced team, managing competing priorities with the ability to adapt to a constantly changing work environment.

Desirable Criteria:

- Experience in the tertiary education sector, particularly in a student-related role.

Competency	Responsibility
Student administration and compliance	• Process electronic Commonwealth Assistance Forms (eCAFs) for domestic students accessing the FEE-HELP and SA-HELP loan schemes, including monitoring and verifying compliance with citizenship and tax file number requirements. • Coordinate the production and distribution of Commonwealth Assistance Notices (CANs) to students in accordance with legislative and reporting requirements. • Monitor student FEE-HELP limits and identify potential compliance issues or exceptions requiring action. • Administer loan applications and confirmation of enrolment requirements for students in receipt of foreign government student loans, ensuring compliance with relevant program requirements. • Provide high-quality expert advice to students and other stakeholders in relation to FEE-HELP, SA-HELP and foreign government student loans, including the interpretation and application of relevant requirements and processes. • Monitor and ensure international students are enrolled in accordance with student visa requirements. • Communicate and liaise effectively with internal and external stakeholders in the administration of student enrolments and the resolution of student administration and compliance matters (Office

	of Future Students, Admissions, Student Systems, Faculties/School). • Exercise judgement and initiative in problem resolution in cases of individual students • Remain abreast of Faculty/School and University policies and procedures relating to student and academic matters to ensure accurate and consistent advice is provided to students and stakeholders. • Proactively and fully inform students of their study responsibilities and obligations. • Remain abreast of Faculty/School and University policies and procedures relating to student and academic matters to ensure accurate information is provided to students. • Proactively advise students of their study responsibilities and obligations and the implications of non-compliance with relevant requirements. • Ensure accurate file notes, records and student data are maintained in accordance with University, legislative and compliance requirements.
Overseas Student Health Cover (OSHC)	• Monitor and assist with the administration of OSHC renewals for international students to ensure compliance with visa requirements. • Prepare and maintain OSHC schedules for submission to the university's health care provider, ensuring accuracy and timeliness of information. • Assist with processing of OSHC refunds. • Respond to student enquiries relating to OSHC, providing professional, timely and accurate advice regarding policy, eligibility and administrative requirements.
Administrative Support	• Process and reconcile credit card charges for all areas of Student Business Services, ensuring accuracy and adherence to University financial procedures. • Raise purchase orders and invoices for all areas of Student Business Services and undertake other financial administration as required. • Manage international student address reporting to ensure compliance with legislative, regulatory and University requirements. • Manage the collection, verification and data matching of Unique Student Identifiers (USIs) for FEE-HELP and Graduation purposes. • Collate, prepare and process general HR documentation for Student Business Services. • Maintain the accuracy and integrity of data within the Human Resource Information System as required. • Coordinate and process document requests and other applications from students, providing guidance on requirements and resolving routine issues where appropriate. • Assist with general departmental administration.
Working Relationships	• Ensure timely identification and escalation of complex student enquiries and issues to the Financial Aid Officer and/or management as required. • Work closely with the Coordinator, Financial Aid and International Compliance and the Financial Aid Officer to support accurate and timely reporting for student financial aid, compliance and administration matters. • Work closely with the Coordinator, Financial Aid and International Compliance and the International Student Contact Officer to monitor and support timely reporting of student visa compliance matters. • Work with the Senior Manager, Enrolment and Administration to support operational priorities and undertake other administrative tasks within Student Business Services.
Customer Service	• Provide professional, timely and accurate turnaround of all student correspondence relating to student enquiries made in person, via email and telephone ensuring first point of resolution. This includes preparing student letters and other forms upon request. • Provide in-person assistance at the Student Assist office on a rostered basis, responding to student administration and compliance enquiries and

	facilitating timely resolution of issues. • Engage professionally and effectively with students and staff in face-to-face, telephone and email interactions, fostering positive stakeholder relationships and service outcomes. • Provide high quality, professional administration support and specialist guidance, ensuring first point of resolution to all enquiries and and escalation of complex matters as required. • Develop and maintain effective collaborative relationships throughout the university community to facilitate information sharing, support service improvements, and promote an end-to-end understanding of processes and a holistic view of the student experience.
Continuous Improvement	• Actively contributes to improving systems and processes by identifying opportunities for improvement, making recommendations and supporting the implementation of approved initiatives as required. • Identify opportunities to improve current processes to establish more streamlined work practices, enhanced compliance outcomes and improved client service delivery. • Contribute to the drafting, review and development of business processes that support the goals of Student Business Services and the University.
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.