POSITION DESCRIPTION

Position Title:       Student Administration Officer
Organisation Unit:  Faculty of Humanities and Social Sciences
Position Number:    3026441
Type of Employment: Continuing, full time
Classification:     Hew Level 5

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Faculty of Humanities and Social Sciences (HASS) is a large comprehensive Faculty with a broad academic profile and substantial research achievements. The Faculty Office is based at the St Lucia campus in the iconic Forgan Smith building adjacent to the Great Court of the University. The current Executive Dean is Professor Julie Duck who is Acting in the role following the transition of Professor Tim Dunne to a Pro-Vice-Chancellor position in the Office of the Provost.

The Faculty comprises seven Schools (Communication & Arts; Education; Historical & Philosophical Inquiry; Languages & Cultures; Music; Political Science & International Studies; Social Science), two research Institutes (Institute for Social Science Research; Institute for Advanced Studies in the Humanities), two museums (Anthropology Museum and the RD Milns Antiquities Museum), a new Faculty Centre for Policy Futures, and several school-based research centres. It offers a broad range of programs to a large cohort of international and domestic students, with 850 research higher degree students, approximately 1,500 students in postgraduate coursework degrees and close to 8,000 undergraduates.

There are over 300 academic staff across the Faculty, making it one of the largest in Australia. One indicator of the Faculty’s standing in the disciplines that we research is membership in the learned academies, where UQ can proudly claim 33 members of the Australian Academy of the Humanities and 50 members of the Academy of Social Sciences in Australia.

Teaching in the Faculty is underpinned by substantial research performance and several specialized fields of research were judged at the highest level (5 ranking) in the 2015 Excellence in Research Australia (ERA) round. These fields include Specialist Studies in Education; Political Science; Cultural Studies; Literary Studies; History and Philosophy of Specific Fields. Overall, HASS returned outputs to 21 disciplinary field codes, where 90% were rated above (4 ranking) or well above world standard (5 ranking). This is indicative of high quality and capacity in research.

These research achievements internationally are reflected in the 2017 Leiden rankings (based on impact, not reputation), where the Humanities and Social Sciences at UQ ranks 16th in the world on the quantum of publications in ranked journals, placing us first in Australia and in the Oceania region (for the full data-set see http://www.leidenranking.com).

The quality of our overall Faculty’s performance is also evident in the QS World University Rankings for 2017 which places Social Sciences/Management at UQ at 39th in the world, and Humanities at 50th in the world. This data can be accessed at: http://www.topuniversities.com/faculty-rankings.

More information about the Faculty can be accessed at http://www.hass.uq.edu.au/.
Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

To support the Manager (Student and Academic Administration) and the Associate Dean (Academic) in the efficient operation of the Faculty's student administration functions to provide ongoing support to the faculty and school based staff with processes associated with student administration.

Duties

Duties and responsibilities include, but are not limited to:

Student Administration

- Provide information and advice to students, prospective students and staff on the academic programs offered through the Faculty including admission requirements, enrolment processes, application for credit, examination and graduation procedures and the policies, rules and procedures associated with a student's progress within the learning environment.

- Provide support to the Associate Dean (Academic) on student matters by progressing routine documentation relating to admission, enrolment, academic progression, assessment and graduation, and providing relevant information and recommendations.

- Assist in the development and implementation of standard operating procedures related to student and academic administration.

- Liaise with other faculties, schools and central administration on specific student matters.

- Represent the Faculty and Schools at TSXPO, Open Days and other events as required.

- Assist with student enrolment surveillance and government and regulatory reporting processes in the faculty and its schools as required.

- Provide on-site support to school based student administration teams as required.

General Administration

- Provide reliable initial front office, email and telephone advice to students and staff as required.

- Assist with processes for reviewing and managing the accuracy of information in relevant Faculty and University databases, websites and publications, including program and plan information, course lists, program information books, study guides, faculty website, FAQs, information sheets etc.

- Supervise Front Counter staff member as required, including conducting Recognition and Development activities.

- Assist in other student and general administrative activities as appropriate.
Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- the University’s Code of Conduct
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School.
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures.
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University.

Leave Restriction

Please note, leave restrictions may apply during the periods of peak activity in the faculty and its schools, relating to admission, enrolment, examinations and graduations.

Organisational Relationships

The position reports to the Manager (Student Administration), Faculty of Humanities and Social Sciences.
SELECTION CRITERIA

**Essential**

- Qualifications and training equivalent to an undergraduate degree in business administration, or related field; or an equivalent combination of relevant experience and/or education/training in the field of student/academic administration.

- Demonstrated experience in the use of UQ’s corporate student and academic administration applications such as SI-net.

- Ability to interpret and apply university policies and procedures in relation to student and academic administration.

- Experience in the use of a wide range of computer applications in a network environment.

- Ability to prioritise own workload, work independently and meet deadlines.

- A strong orientation to the provision of outstanding customer service.

- Excellent interpersonal skills including the ability to communicate effectively with clients by telephone, email and in person.

- Ability to exercise initiative and judgment.

- Ability to work as part of a team, with a flexible approach to work.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au

Applications are also encouraged from women.