POSITION DESCRIPTION

Position Title: Senior Administrative Officer
Organisation Unit: School of Dentistry
Position Number: 3019216
Type of Employment: Full-Time, Continuing
Classification: HEW Level 6

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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. Over the past 3 years for which audited data are available UQ has attracted the highest (2013) or second highest (2012, 2014) amount of research funding of any Australian university.

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 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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 will have further success in this area as an important strategic aim going forward.

**Faculty of Health and Behavioural Sciences**

The Faculty of Health and Behavioural Sciences is a strong faculty that has a coherent focus on health and well-being underpinned by a clear integrative theme related to preventative health and behaviour change. Furthermore, the Faculty provides the opportunity for the non-medical health sciences to have a stronger voice and greater visibility within the University.

The Faculty currently includes six schools and three research centres:

- School of Dentistry
- School of Health and Rehabilitation Sciences
- School of Human Movement and Nutrition Sciences
- School of Nursing, Midwifery and Social Work
- School of Pharmacy
- School of Psychology
- Centre for Youth Substance Abuse Research
- RECOVER Injury Research Centre
- Queensland Alliance for Environmental Health Sciences

More information about the Faculty is available at: [http://habs.uq.edu.au/](http://habs.uq.edu.au/).

**The School of Dentistry**

The UQ School of Dentistry has a long and proud tradition of 81 years of strength in dental education and research, and attracts high achieving students nationally and internationally. UQ is a leading source of expertise in the local, national and international dental community and has been a key contributor to achieving effective solutions to contemporary issues and challenges. The School has strong collaborations within and outside the dental profession.

As part of the Faculty of Health and Behavioural Sciences, the School of Dentistry offers the Bachelor of Dental Science (Honours) program and specialist post-graduate programs (Doctor of Clinical Dentistry). The School of Dentistry also has a growing cohort of research higher degree students.

Research within the School is focused on a number of themes, and crosses a range of areas from laboratory based research through to technologies applied in clinical practice and dental public health.

Further details about the School’s teaching programs, research interests and other activities may be accessed on the School's web site at [http://www.dentistry.uq.edu.au/](http://www.dentistry.uq.edu.au/)

Further information about the Faculty and School is available at [http://health.uq.edu.au/](http://health.uq.edu.au/)

**The Oral Health Centre (OHC)**

The OHC opened in January 2015. This award winning building is the largest and best equipped facility for patient treatment, dental education and research in Australasia. The OHC
has over 150 chairs across 11 clinics and two general anaesthetic theatres; a PC2 laboratory catering to a range of laboratory based research; two clinical simulation laboratories; two auditoriums and a seminar room complex.

The OHC’s location on the Herston campus provides an excellent interface with other disciplines and health services, with the nearby Royal Brisbane & Women’s Hospital, the UQ School of Medicine and School of Public Health, and the UQ Centre for Clinical Research. New teaching and research facilities (including expanded simulation labs) and new equipment at the forefront of current technology used in dentistry has allowed the School of Dentistry to commence a refreshed and innovative undergraduate dental program, along with an expanded range of postgraduate programs.

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](http://www.uq.edu.au/current-staff/working-at-uq).

Primary Purpose of Position

The role of the Senior Administrative Officer within the Student & Academic Services Team supports the full student life-cycle of undergraduate and postgraduate programs on offer at the School of Dentistry, working collaboratively in a well-defined team model to provide optimal service to a range of stakeholders. The position holder ensures smooth workflow processes, contributing to the continuous improvement of service delivery and the student experience.

This position may deputise for the Student & Academic Services Team Leader.

Duties

Duties and responsibilities include, but are not limited to:

**Academic Administration**

- Contribute to and provide advice on policy development and procedures on matters relevant to student and academic administration, providing advice to the Head of School, School Manager, Program Directors and the Teaching and Learning Chair when required.
- In conjunction with the Teaching and Learning Chair, Program Directors and the School’s Management Team, prepare new or substantially amended course or program proposals, providing support for accreditation requirements and submissions, reporting cycles and other submissions as required.
- Provide high level administrative support and advice to the School’s Teaching and Learning Committee, sub committees and other academic governance structures, preparing papers and supporting documentation, taking appropriate action to resolve committee-related matters and proactively raising issues of importance for discussion.
- Manage the School’s academic calendar and contribute to the team’s Business Process Calendar, assisting with the planning requirements for seasonal peaks in workload and academic administrative requirements.

**Student Administration**

- Oversee and take responsibility for the quality and timeliness of the administrative processes and outcomes in relation to the tasks supporting the student life cycle for academic programs.
• Provide information and advice to students, prospective students and staff on the academic programs offered through the School on the policies, rules and procedures associated with a student’s progress within the learning environment.
• Provide high level advice and support to the Head of School, Program Directors, Teaching & Learning Chair, the School's Management Team and other staff on student and procedural matters, providing relevant information and recommendations.
• Coordinate the use of systems associated with student administrative processes, providing reports, analyses and projections as required, leading the development of such measures and reports.

Business Development

• Develop and implement processes and procedures to ensure effectiveness of services and client satisfaction, maintaining continuous improvement in the delivery and communication of client services.
• Contribute to the continuous improvement of business development by proactively reviewing work processes and liaising with relevant staff in the School, Faculty and Central Departments to implement improvements.

Marketing & Internationalisation

• In conjunction with the Student & Academic Services Team Leader, assist and provide advice to the Head of School, School Management Team and other staff in the development and implementation of marketing and internationalisation strategies, assisting with the development of program related marketing materials.
• Undertake and coordinate team arrangements for various representative and promotional tasks designed to raise the profile of the School and its programs, such as TSXPO and UQ Open Day.

RHD and Research Administration

• Coordinate and support activities related to Research Higher Degree Administration, taking a lead role in the RHD student lifecycle, advising on eligibility, exploring potential avenues for candidature teams and scholarship application procedures. Provide advice and support to RHD candidates on the relevant rules, policies and procedures and monitor milestones and RHD timelines.
• Support the School’s strategies in research, assisting with the development and administration of grants and funding submissions, proactively sourcing grant development opportunities, overseeing the maintenance of the grant application database, coordination of readership schemes and related activities, ethical clearance processes and bibliographic record management.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:
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.

Organisational Relationships

The position reports to the Student and Academic Services Team Leader.
SELECTION CRITERIA

Essential

- Completion of an undergraduate degree with at least four years subsequent relevant experience; or extensive experience in a relevant area (client-focused roles, client and relationship management, student and academic administration, international student administration) or an equivalent combination of relevant experience and/or education/training.
- High level interpersonal and communication skills, including the ability to provide advice, negotiate and liaise with stakeholders to achieve desired outcomes.
- Demonstrated ability to positively develop and manage relationships with internal and external stakeholders across a wide client base with demonstrated commitment to the provision of a high level of customer service.
- Excellent computer skills, including sound knowledge and experience in the use of Microsoft Office and the ability to rapidly acquire skills in new applications.
- Experience and sound skills in using software packages to support reporting, customer relationship management and program functions.
- Demonstrated experience in exercising tact, judgement and discretion when dealing with confidential and personal matters.
- Experience in achieving quality outcomes to meet specified targets, positively receiving feedback and enacting changes in a team environment, instigating improvement measures, developing policies and preparing proposals.
- Ability to work collaboratively and professionally with colleagues.
- Initiative, flexibility and willingness to work across a range of activities.
- Excellent organisational skills and the ability to prioritise tasks with accuracy and attention to detail.

Desirable

- Exposure to student administration, teaching and learning activities and or other similar educational context.

The University of Queensland is committed to equity, diversity and inclusion.