POSITION DESCRIPTION

Position Title: Senior Administration Officer
Organisation Unit: School of Education
Position Number: 1019929
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 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 (65). 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. The Faculty is also host to the Institute for Modern Languages and the Confucius Institute. The Faculty 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/.

The School of Education is consistently ranked as one of Australia’s leading research and teaching institutions in the field of education. It has a strong commitment to addressing
issues of education and equity in the context of rapid social, economic and cultural change. The School’s education programs and research agendas have focused on driving state and national educational innovation and reform.

The School currently offers the following teacher preparation programs: one four-year Bachelor of Education (Primary Years), a range of Bachelor of Education (Secondary) Dual Degrees, a Master of Teaching (Primary) and a Master of Teaching (Secondary). It also offers professional development opportunities via its suite of postgraduate coursework programs, and has a vibrant postgraduate research community.

The School’s staff are internationally cited and recognised for outstanding work in such fields as sociology and policy studies in education, educational psychology and learning sciences, inclusive education, literacy and numeracy, pedagogy and school reform and leadership.

Further information and details of the research interests of academic staff may be accessed on the school's web site at https://education.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

The primary purpose of this position is to supervise the academic and student administration team and develop and coordinate efficient administrative service, systems and processes in support of teaching and learning within the School of Education. The position is the principal source of administrative support and advice to the Head of School, School Manager, Director (Teaching and Learning), Program Directors and Director (Research) in relation to student and academic administration matters.

Duties

Duties and responsibilities include, but are not limited to:

Staff Supervision

- Supervise the student and academic administration team consisting of three Student and Academic Administration Officers and the Administrative Officer. This includes establishing and maintaining clear directions on the development of standard operating procedures and excellent communication processes to achieve optimal functionality across services and systems.

- Provide day-to-day supervision of staff within the team including management of timesheets and leave, performance review processes, and associated training and development activities. Manage the distribution and monitor the quality of work undertaken within the team.

- Provide advice to the School Manager on recruitment of new staff members in the team.

- Resolve staff or work issues that arise within the team. Where an issue is deemed highly significant or is likely to impact on the operation of the School, undertake consultation with or refer the matter to the School Manager.
Student and Academic Administration

- Coordinate the implementation of University and Faculty directives and procedures relating to academic and student administration in the School, ensuring that all academic and student administrative tasks are completed in an accurate and timely fashion.
- Provide up to date information and advice to the School's academic staff on policy or procedural changes affecting teaching and or administration relevant to their courses.
- Advise on and document School decisions on new and amended School courses for submission to Faculty.
- Manage the School's teaching timetable (150+ courses annually) to ensure accurate and timely data submission to achieve optimal activity placement. Manage change requirements due to change in course convenorship, delivery, enrolments, etc. during draft timetable phase and following publication liaising with Course Coordinators and communicating changes to students. Key liaison with Teaching Space Management for the School.
- Oversee applications for admission into postgraduate academic programs and restricted entry undergraduate and postgraduate courses managed by the School.
- Oversee the coordination of Practicum Placements within the School's initial teacher education and Master of Educational Studies programs, including liaison with schools and students regarding practicum placements and ensuring placement deeds are completed in a timely manner.
- Manage the finalisation of course results by academic course coordinators and ensure submission of final grades each semester in accordance with University guidelines.
- Act as Primary Unit Administrator for the Electronic Course Profile system providing training and guidance to staff as required. Review content for technical adherence, liaise with Course Coordinators as necessary for changes.
- Manage the process for Students Evaluations of Teaching and Courses (SECATs) and Student Evaluations of Tutors (SETutor) each semester.
- Attend Faculty meetings of School Student Administrative Officers and act as School contact for the Faculty's Academic Administration Manager.
- Oversee the development of student administration policies and procedures on the School's intranet in consultation with the Head of School, the School Manager and the School’s Teaching and Learning and Research Committees.
- Manage the preparation of Board of Studies submissions to accurately represent proposed curriculum changes and transition arrangements, ensuring changes are compliant with UQ policy and external accreditation requirements.
- Effectively coordinate relevant external, UQ general and School of Education specific scholarship, prize and award administration.
- Provide secretarial support to the Integrity Officer and Head of School in relation to integrity and misconduct cases, including policy interpretation and advice, updating and finalising all case files, corresponding with students and staff, and arranging and documenting meetings and hearings.
- Provide accurate and timely advice to students and prospective students on the academic programs offered through the School, and provide advice on academic progress, career outcomes and other matters associated with academic performance.

Planning and Advice

- Provide advice on School, Faculty and University rules, policies and procedures
affecting programs, courses and student administration to the Head of School, the School Manager, Director of Teaching & Learning, and Program Directors.

- Contribute to, and provide advice on, the development of policy and procedures in relation to academic matters within the School, including admissions, enrolments and assessment.

- Participation in the School’s Teaching and Learning Committee and sub-committees (i.e. Program Directors Committee) to provide accurate advice and guidance on student and academic administrative matters including analysing data and providing advice to the Chair, School Manager, Head of School and academic staff.

- Assist the Chair of Teaching and Learning, Program Directors and School Manager with the Initial Teacher Education programs' professional accreditation requirements including providing data for the annual reports, advice on program rules, student cohort data and other administrative information as required.

Marketing Activities

- Oversee the update of content on the School website including student administration and learning information web pages and Facebook sites.

- Undertake various representative and promotional tasks requiring interaction with stakeholders and clients, designed to raise the profile of the School and its programs including undergraduate and postgraduate programs (i.e. Orientation Events), and further relationships with the profession, community and alumni.

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 of 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 School Manager, School of Education and supervises four staff.

SELECTION CRITERIA

Essential

- Completion of a degree qualification with subsequent relevant work experience or an equivalent combination of relevant experience and/or education/training.
- Hold, or be eligible to hold, a valid Queensland Government Blue Card
- Demonstrated leadership, including the ability to supervise and motivate staff to deliver a high quality, client focused service to internal and external clients.
• Excellent written and interpersonal communication skills, with the ability to appropriately communicate, consult and negotiate with students, staff at all levels of the organization and the general community.

• Well-developed analytical and problem solving skills and the ability to exercise judgement.

• Detailed knowledge of the University’s academic and administrative policies and procedures, the interrelationships between a range of policies and activities, organisational structures and functions or ability to acquire these skills.

• High level of computer competency, with intermediate to advanced skills with the UQ student system (Si-Net), UQ timetabling system (Syllabus Plus, Timetable Data Collector, Enterprise Timetabler) and UQ Reportal or ability to quickly acquire these skills.

Desirable

• Detailed knowledge of the School’s academic programs.

• Significant administrative experience in a University or large organisation at an intermediate level managing a small work group or function.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.