POSITION DESCRIPTION

Position Title: Student and Academic Administration Officer
Organisation Unit: School of Political Science and International Studies
Position Number: 1027982
Type of Employment: Full Time, Continuing
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 (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 $11 billion+ (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 Political Science and International Studies** is at the forefront of teaching and research in political science, international relations and peace and conflict studies in
Australia. The School’s academic teaching and research staff include internationally recognised scholars who are leaders in their research fields and award winners for innovation and excellence in teaching.

The School offers one of the oldest and largest undergraduate programs in peace and conflict studies in Australia, as well as a world-renowned Master of International Studies program. It makes an important contribution to the Bachelor of Arts and Bachelor of Social Science undergraduate and honours degrees, with majors in peace and conflict studies, international relations, political science, public policy and development. In addition to the Master of International Studies, the School’s postgraduate coursework programs include degrees in Governance & Public Policy and Development Practice, as well as a Graduate Certificate in Mediation & Conflict Resolution. The School also maintains a vibrant research higher degree program, with over 80 doctoral students currently enrolled.

The School houses the Graduate Centre in Governance and International Affairs as the focal point for its postgraduate programs, the Rotary Centre for International Studies in Peace and Conflict Resolution (one of only six centres worldwide funded by Rotary International) and the Asia-Pacific Centre for the Responsibility to Protect (which is an Associate of the Global Centre for the Responsibility to Protect based in New York).

Information about the Faculty and the School may be accessed on the Faculty’s web site 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 - https://hass.uq.edu.au/our-schools-institutes-and-centres

DUTY STATEMENT

Primary Purpose of Position

To support the School's academic programs through efficient assessment and processing of applications and offers, providing professional support and advice to program and course coordinators and academic staff. The role will also provide high quality advice to current and prospective students of the school.

Duties

Duties and responsibilities include, but are not limited to:

Student Administration

- Provide timely, high quality advice to current and prospective students, and academic staff related to student and academic administration through a range of mediums including verbal and written.

- Assess and process applications and create offers for the School's academic programs using the Online Application system (OLA), in line with University policy and Faculty guidelines.

- Provide efficient administrative support to the Coordinators of the School's courses and programs which may include Undergraduate, Honours and Postgraduate coursework and internships.
• Assist the Senior Student and Academic Administrative Officer with timetable data collection and entry.

Administration/Office Support

• Provide support to School Manager in administering and documenting the School's Academic Misconduct processes.
• Preparation of teaching materials, including Electronic Course Profiles, course readers and learning guides, encouraging the use of electronic resources wherever available.
• Provide support to the Secretary of the Teaching and Learning Committee as required.
• Maintain the relevant sections of the School's website.
• Relieve staff in the School's front office when needed and provide reliable initial email and telephone advice to students and staff as required in this role.
• Any other duties as reasonably directed by your supervisor or the School Manager.

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 Senior Student and Academic Administration Officer.
**SELECTION CRITERIA**

*Essential*

- Completion of a relevant degree or an equivalent combination of relevant experience and/or education/training.
- General understanding of the University's organisational structures and functions or the demonstrated ability to rapidly acquire this knowledge.
- Familiarity with the School's academic programs or the demonstrated ability to rapidly acquire this knowledge.
- Strong customer service and interpersonal skills including the ability to communicate effectively with clients by phone, email and in person, while maintaining confidentiality.
- The ability to work independently and prioritise work tasks, including completion of data entry or editing tasks to strict deadlines with a high degree of accuracy.
- Experience in a student/client enquiries/advice or administrative service position within a University or similar large organisation.
- Significant experience using Windows based applications such as Word, Excel, Access and Outlook in a networked environment, to perform functions such as word processing, spread sheeting and database management.

*Desirable*

- Experience using the University's administrative software packages SI-Net (student administration), CRM (customer relationship management), OLA (on line applications) and Business Objects (management reporting).

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.

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