POSITION DESCRIPTION

Position Title: Administrative Officer
Organisation Unit: School of Communication and Arts
Position Number: 3078235
Type of Employment: Full-time, Fixed-term until 2 March 2018
Classification: Hwe 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 Executive Dean of the Faculty is Professor Tim Dunne, who continues to be active in his field of political science alongside his leadership role.

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 Innovation, 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. One indicator of our 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 most recent Excellence in Research Australia (ERA) evaluation that concluded at the end of 2015. 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 Communication and Arts is a large, research-intensive unit with an international reputation for outstanding research and teaching in English Literature, Art History, Communication, Media, Cultural Studies, Film and Television Studies, Journalism and Mass Communication, Public Relations, Creative and Professional Writing, and Drama. It has over 50 academic and research staff and 11 professional staff. Our academics are widely published internationally and have extensive research backgrounds. The School is
one of seven schools within the Faculty of Humanities and Social Sciences and is based on the St Lucia Campus.

The School has been organised to enhance research and teaching strengths in Communication. Communication has been recognised as one of the top 20 research strengths at UQ and was awarded a top score of 5 in the Excellence in Research for Australia (ERA) research assessment exercise.

The School teaches into the Bachelor of Arts, the Bachelor of Communication, the Bachelor of Journalism, and the Bachelor of International Studies, and has a suite of postgraduate coursework programs. Its postgraduate programs include Writing, Editing, and Publishing; Public Relations; and Communication for Social Change. The School attracts a large number of Australian and international students to its research higher degree programs, which may be undertaken as PhD or MPhil.

More information about the School can be found at [http://communication-arts.uq.edu.au/](http://communication-arts.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](http://www.uq.edu.au/current-staff/working-at-uq)

**DUTY STATEMENT**

**Primary Purpose of Position**

To assist the Academic Administrator in the management of the School’s student administration functions. The position advises students and provides support and advice to the Academic Administrator and Academic Staff on student and academic administration including on undergraduate, postgraduate coursework and honours programs.

**Duties**

Duties and responsibilities include, but are not limited to:

**Honours and Postgraduate Coursework Program Support**

- Secretary to the Honours Committee, including organising meetings, preparing agendas, minute taking, distributing meeting papers and monitoring action outcomes.
- Provide support to the Academic Administrator, Director of Honours, and Postgraduate Coursework Program convenors including preparation of documentation and reports, developing and maintaining spreadsheets, databases and other communication platforms for reporting, statistical, or analysis purposes.
- Provide accurate and timely advice to prospective and current students about Honours and postgraduate programs offered by the School by responding comprehensively to telephone, email and counter enquiries.
- Organise and represent the School at Information Sessions, Orientation, and Advice Events for potential Honours and postgraduate coursework students. This includes identifying eligible students (using the Reportal), issuing invitations, agenda compilation, preparing/organising materials to be distributed in advance and at the sessions, room bookings, catering (if required).
- Use the Online Application Systems (OLAS) to review Honours and postgraduate coursework applications, follow up with students if additional information is required (i.e. confirmation of supervision, transcripts, English language proficiency, etc), liaise with
Faculty staff to resolve application processing issues, and recommend eligibility to the Director of Honours, the Faculty and Program Directors as required.

- Process approved Honours applications through to matriculation creating offers (through mySI-Net) for the School's Honours students.
- Organise Welcome session for new Honours Students and End of Year celebration for Honours graduates. This includes extending invitations to students and staff, completion of events paperwork (Finance, Security), venue booking, ordering, set up and serving food and drinks.
- Receive theses via hard copy and on-line, checking that all materials are received and submission guidelines are met by the due date.
- Develop timeline following thesis submission to allow for assessor marking, moderation, compilation of marks and grade, class of honours, ranking, final Honours meeting and results submission to the Faculty.
- Upload grades to mySI-Net for Honours students each semester, following up any outstanding grades with Course Coordinators.
- Organise remark requests adhering to UQ Policies and Procedures.

**Academic Administration Support**

- Assist the Academic Administrator in updating School program and course information in mySI-net
- Assist the Academic Administrator with the identification and scheduling of semester course offerings.
- Enter Staff data in course ECPs to enable accurate production of course and teaching evaluations (SECaTs, SETutor).
- Provide advice to course coordinators on policy and procedural matters relating to final grades and ensure the accurate uploading of final grades for these courses under supervision of the Academic Administrator.
- Follow up any outstanding grades with Course Coordinators.
- Process remark requests adhering to UQ Policies and Procedures.

**Other**

- Assist with creating a friendly customer-oriented environment and provide a high level of customer service.
- Provide back up support in the absence of the Academic Administrator as required
- 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 Academic Administrator, School of Communication and Arts.
SELECTION CRITERIA

**Essential**

- Completion of an undergraduate degree without subsequent relevant work experience, or an equivalent combination of relevant experience and/or education/training.
- High-level written communication and interpersonal skills including the ability to draft correspondence and reports, deal tactfully with a diverse range of people, maintain confidentiality and attention to detail;
- Strong organisational skills, including collating and recording planning outputs and any changes to policies and procedures
- Demonstrated ability to work autonomously and flexibly within a team environment
- High Level interpersonal skills, including the ability to work effectively with a wide variety of UQ stakeholders
- Proficiency in use of and current access to UQ SI-Net (and preferably with the UQ Online Application System).

**Desirable**

- Knowledge of the University’s organisational structures, policies and procedures.
- An understanding of School and/or HASS programs and courses, as well as existing student administration processes.
- Proficiency in the use of the UQ Online Application System.

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.

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