POSITION DESCRIPTION

Position Title: Office Administrator
Organisation Unit: Institute for Social Science Research
Position Number: 3018904
Type of Employment: Full Time, Fixed Term (3 years)
Classification: Hew Level 4

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 (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), 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 secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

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.

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 Institute for Social Science Research (ISSR) is a national leader in advanced interdisciplinary social science and evidence-based policy research. ISSR researchers address some of the most important issues and challenges facing Australia and the world today in areas such as education, employment, housing, social wellbeing, homelessness, sustainability, international development and Indigenous studies. The Institute also
undertakes research to improve social science and evaluation methodology and is
developing new capabilities in data science, and in the social aspects of health. The Institute
also offers commercial services and training for public, private and community sector
organisations. It provides high-quality learning experiences for postgraduate and
postdoctoral students, and has some of the most advanced research facilities for data
collection and analysis in the country. The Institute employs nearly 100 faculty and staff, has
an annual budget of $10 million and includes affiliated researchers in the fields of political
science, sociology, social policy, geographical sciences, economics, psychology, education,
demography, mathematics, statistics and computer science. In mid-2015, ISSR relocated
from the St Lucia Campus to the University's new Long Pocket precinct (off Meiers Road,
Indooroopilly).

Further information about the Institute for Social Science Research can be found at
http://www.issr.uq.edu.au

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is

DUTY STATEMENT

Primary Purpose of Position

The Office Administrator is responsible for high quality customer service across general
administration, events, facilities and personnel services.

Duties

Duties and responsibilities include, but are not limited to:

General Administration

• Collaborate with the Facilities & Office Manager to provide general administration
  support to staff and students. Provide support, feedback and ideas of process
  improvements for general administration, space coordination, facilities, OHS and
  events
• Provide on the day and pre-course administrative support for CPD delivery to
  MFSAS and other events held at Long Pocket
• Respond to general telephone and counter enquiries from staff and external clients in
  a professional, efficient and client friendly manner
• Under the direction of the Facilities & Office Manager, maintain the ISSR Intranet
  using SharePoint
• Assist with facilities and infrastructure management:
  o Submit Works Control Requests in liaison with Property and Facilities Division
  o Coordination of telephone works requests in liaison with Voice Operations
  o Coordinate office moves in liaison with UQ preferred removalists
  o Archiving
• Key Custodian for ISSR, maintaining the key register and liaising with UQ Security,
  issuing and reconciling security swipe cards
• Maintain ISSR's staff information in the ISSR database, ensuring 100% accuracy at
  all times.
• Provide CATI logistics support for afterhours work as required
• Reconcile monthly credit card statement
• Act as backup for all duties in general administration position.

Personnel Coordination
• Coordinate the submission of HR paperwork for the Deputy Director (Operations), including working closely with Academic and Professional Staff in ISSR to complete appropriate paperwork in a timely manner and creating job cards in UQ jobs for new positions
• Monitor completion times of HR paperwork and follow up with the HASS HR professional service team on any outstanding matters
• Support the Deputy Director (Operations) to follow up on fixed term renewals
• Assist the HR team with recruitment activities by scheduling meetings, booking venues, organising catering, arranging skype and video conferencing, posting job advertisements to internal websites and other duties as requested
• Coordinate with the DDO and Finance Manager to input appointment costing details.
• Maintain effective administrative, filing and processing systems
• Conduct inductions for all new staff and visitors, including arranging meetings for new staff to meet key personnel in ISSR
• Maintain the ISSR induction books for the five personnel cohorts
• Coordinate new staff activity, including instigating staff profiles, taking staff photos and adding to the website, distributing new staff emails, coordinating Group monthly morning teas
• Monitor the ISSR HR inbox
• Coordinate the exit process for staff and students leaving ISS
• Undertake other duties as directed by the Deputy Director (Operations) and Facilities and Office Manager
• Monitor personnel and variations and update internal database and communication channels to reflect the changes (including website for personnel and job opportunities)
• Maintain ISSR's organisational charts
• Ensure leave reports are provided by HASS PST on a quarterly basis to all supervisors in ISSR
• Manage collection and audit of professional staff (including research general) timesheets for all ISSR

Facilities Coordination
• Coordinate the financial records for the ISSR equipment register including UniFi asset numbering and related asset details; and ensure compliance with University stocktaking requirements
• Coordinate and Conduct the annual FBS stock take including annual audits of the Unifi Asset register
• Work closely with ITS to receipt, image and deploy all new equipment.
• Maintain the ISSR equipment register and audit annually

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

V5. October 2016
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 Facilities and Office Manager, Institute for Social Science Research.

SELECTION CRITERIA

**Essential**

- Completion of a diploma level qualification with relevant work related experience, or an equivalent combination of relevant experience and/or education/training.
- High level organisational skills, with the ability to work independently, as well as effectively in a team environment, exercise initiative, manage multiple tasks simultaneously and to prioritise and work under pressure to meet competing deadlines, within flexible working hours.
- Excellent interpersonal skills including the ability to communicate effectively with diverse client groups, both within the University and the broader community by telephone, email and in person.
- Experience in a client enquiries/advice position, such as reception or front office, or administrative service position within a University or similar large organisation.
- Experience using computer applications databases, word processing, spread-sheets, email and web-editors in a large network environment.
- The ability to complete data entry or editing tasks with a high degree of accuracy.
- A friendly, helpful and approachable disposition.
- Demonstrated ability to exercise judgement and make decisions.

**Desirable**

- Experience in the maintenance of office equipment.
- Experience maintaining a diary or providing scheduling assistance.
- Experience with UQ human resource processes.

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.