POSITION DESCRIPTION

Position Title: Manager, Student Administration
Organisation Unit: Academic Services Division
Position Number: 3026653
Type of Employment: Fixed Term until 31 December 2018
Classification: Hew Level 8

THE UNIVERSITY OF QUEENSLAND

The Federal Government’s 2012 Excellence in Research for Australia (ERA) exercise confirmed The University of Queensland as one of the nation’s top three universities, measured by the quality of its comprehensive range of specialised research fields. ERA reported that research at UQ is well above world standard in more specialised fields than at any other Australian university; this reflects UQ’s leading global role in many areas of discovery. UQ’s outstanding critical mass offers researchers significant interdisciplinary capability.

UQ integrates its research strengths with excellent teaching and learning and has won more national teaching awards than any other Australian university. International university rankings highlight UQ’s excellence: Academic Ranking of World Universities (Shanghai Jiao Tong), Times Higher Education, QS and National Taiwan University Ranking all rank UQ in the top 100. UQ is one of Australia’s Group of Eight, and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

UQ’s 45,500-strong student community includes more than 10,000 postgraduate scholars and more than 11,000 international students from 162 countries. The University has more than 7,000 academic and professional staff and a $1.6 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 eight institutes. The institutes — funded by government and industry grants, philanthropy and commercialisation activities — have built scale and focus in research areas that UQ regards as strategically important.

The University of Queensland positively influences society by engaging in the pursuit of excellence through the creation, preservation, transfer and application of knowledge. The University’s successes are underpinned by our values. For more information on UQ’s mission, vision and values please go to http://www.uq.edu.au/about/mission-statement.

Organisational Environment

The Academic Services Division has primary responsibility for the delivery of student focused administrative functions and contributes also to student-related policy development. The Academic Services Division (ASD) consists of the Office of the Academic Registrar and the Directorates of Student Administration and Academic Administration. The Directorates
provide high quality administrative and professional services in support of the University’s academic activities.

Sections within **Student Administration Directorate** include:

- **Student Centres** - Student Centres are located on the St Lucia and Gatton campus and provide a one stop shop for face to face student enquiries across a broad range of University activities, coordinate the University’s Orientation programs and the production of student ID cards;
- **Examinations Section** – manage all aspects of the centrally coordinated examinations process and contribute to the development of assessment policy;
- **Admissions** – administer the University’s Admission Rules for the admission of undergraduate applicants through the Queensland Tertiary Admissions Centre (QTAC), respond to prospective student enquiries concerning University programs, admissions requirements etc and involvement in the production of the QTAC Guide and other QTAC publications as well as the University’s undergraduate prospectus, Summer Semester Program guides and other publications;
- **Student Progression** – coordinate conferrals and graduation ceremonies; manage the process for academically at-risk students in accordance with the Enrolment and Academic Progression rules; provide advice and support for student enrolment.
- **Student Fees** – has primary responsibility for the administrative systems and processes that are part of the fees function which interacts directly with students;
- **Scholarships and Prizes** – responsible for administering the University’s Senate-approved financial awards (scholarships, bursaries and prizes), and managing the application, selection and award processes related to the University’s major academic and equity scholarship programs, including monitoring ongoing compliance and payments.
- **Student Systems Projects** – responsible for the coordination and implementation of approved major projects and enhancements to the student information system.

**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**

The primary objectives of the position are to:

- Provide higher-level and strategic support to the Director, Student Administration in the delivery of services and administrative support to students;
- Present a clear vision of student service delivery and its support for the University’s teaching and learning activities;
- Assist with ensuring the operational performance of Student Administration aligns with the University’s emerging needs by monitoring and providing advice on the immediate priorities and long term goals for the unit;
- Provide support and back up for the Senior Manager, SI-net Projects position;
- Provide advice and support to managers and team leaders within Student Administration to ensure that the coordination and management of workflow is conducted economically and efficiently, avoiding duplication of effort, and providing service of the highest standard to students from admission to graduation.
Duties

Duties and responsibilities include, but are not limited to:

**Reviewing and planning**
- Monitoring and reviewing functions and associated processes and procedures in conjunction with managers and team leaders to ensure these are efficient and cost effective and achieve the stated goals for the unit; and
- Compiling, analysing and preparing reports to inform future management decisions and policy development;
- Contributing actively to the development of Student Administration’s component of the strategic planning process for ASD.

**Finance and budgeting**
- Monitoring the budget for Student Administration including preparing budget estimates, monitoring expenditure to achieve efficient use of resources to provide the highest standard of service; and
- Exercising the position’s financial delegation of $5000, in accordance with the University’s Financial Management Practices, for signing purchase orders and payment vouchers within the budget.

**Liaison and Advisory responsibilities**
- Providing an authoritative source of information and advice to the University community including Faculties and Schools on matters related to the work of Student Administration;
- Working with senior management staff within Academic Services Division to promote improved management, procedures and service delivery across the Division;
- Assisting with the management, planning and coordination of the services of Student Administration to ensure it maintains a clear focus on client service and communication; and
- Providing advice and support on student administration to the Director, Student Administration, the Academic Registrar and members of the senior executive;
- Contributing to and draft policy statements on student and academic matters;
- Providing advice and draft responses for the Director of Student Administration as required; and
- Provide day-to-day management and coordination of the Rotational Staff Scheme in consultation with manager from Academic Administration.

**Committee Support**
- Serve as Secretary to Working Parties as required.

**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 Director, Student Administration.

SELECTION CRITERIA

Essential

• Completion or progress towards completion of postgraduate qualifications and extensive relevant experience and management expertise, or an equivalent combination of relevant experience and/or education/training.
• Demonstrated management and organisational skills and the ability to coordinate functions and activities to achieve objectives in a changing organisational environment.
• Well-developed skills in the use of current technology and software packages, particularly spreadsheets and databases.
• A thorough knowledge of the University's structure, policies and procedures, or an ability to acquire such knowledge rapidly.
• Strong problem-solving skills and analytical ability, including a demonstrated ability to resolve issues through negotiation.
• Excellent interpersonal, verbal and written communication skills, including a demonstrated ability to write with clarity and precision.
• Extensive relevant administrative and management experience including management of staff and financial resources, preferably in a university or other large, complex organization.
• Demonstrated effectiveness in and commitment to outstanding service delivery.
• Experience in change management particularly involving the introduction of new systems and work practices.
• Proven ability to build and lead teams and to inspire and provide direction for the development of innovative responses to emerging needs.
• Ability to build and maintain productive working relationships with other organisational units such as faculties and schools.

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