POSITION DESCRIPTION

Position Title: Student Financial Support Officer
Organisation Unit: Student Employability Centre
Position Number: 3041912
Type of Employment: Full time – fixed term until December 2021
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 (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 Student Affairs Division within the portfolio of the Deputy Vice Chancellor Academic is comprised of Student Services, Student Employability Centre, and the UQ Health Service. The division focusses on helping UQ students at St Lucia, Gatton, and Herston campuses succeed in their studies and make the most of their UQ student experience by:

- Providing a range of support services that effectively meets the needs of the UQ student population,
- Working across the UQ Community to drive strategies to strengthen the quality of the overall student experience,
- Facilitating access to experiences that assist students to reflect UQ graduate attributes and enhance their employability

The Student Employability Centre is custodian of the UQ Employability Award, and coordinates and promotes a wide range of activities across UQ that empower students to enhance their employability including: global mobility; entrepreneurship and innovation; volunteering and mentoring; undergraduate research experiences; and leadership development opportunities.

The Centre enhances student employability through a focus on experiential learning, ensuring that students are able to capitalise on the benefits of the University's diversity, research reputation and capacity, international partnerships, and strong links with industry and the professions.

The Centre also provides financial supports to enable students to access experiences, as well as supports to translate, articulate, and transfer these experiences into the workplace.

Further information about the Student Employability Centre can be found at: https://employability.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 Student Financial Support Officer provides operational and financial administration support to grants administered by the Student Employability Centre, including: Employability Grant; Global Study Grant; Sponsorship Grant; and Leadership Grants.

Duties

Duties and responsibilities include, but are not limited to:
- Administration of Student Employability Centre grants and financial supports for students, including processing applications, responding to student inquiries, maintaining records and the facilitation of payments
- Handle inquiries (by telephone, email and direct contact) and seek advice from appropriate staff as required.
- Provide information to students, prospective students, professional and academic staff on grant requirements, process, and criteria.
- Assist with Student Employability Centre events as required.
- Maintain an up to date working knowledge of key legislation, policies and procedures, particularly in relation to financial administration.
- Provide reports and advice relating to grants and scholarships schemes as requested by the Director, Student Employability Centre.
- Compile and maintain various reports, databases, and registers as required.

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
- 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 Manager, Student Engagement Team.

SELECTION CRITERIA

Essential
- Completion of a degree or of an associate diploma with at least two years of subsequent administrative experience or an equivalent combination of relevant experience and/or education/training.
- High level of computer proficiency, including competency with the Microsoft Office suite and intermediate to advanced knowledge and experience of databases and associated reporting tools.
- Demonstrated high level of written, oral communication and interpersonal skills, including the ability to compile data, write reports, and engage a variety of audiences.
- Well-developed organisational and planning skills, with the ability to prioritise, work under pressure and meet deadlines, whilst maintaining accuracy, strong attention to detail and a flexible approach.
- Commitment to customer service standards and ability to liaise effectively with students from a variety of cultural backgrounds.
Desirable

- Awareness of issues related to the student experience, admissions, grants, and employability within higher education nationally.
- Sound knowledge of database management systems such as SI-Net, Business Objects and Aurion, or ability to develop this knowledge quickly.

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