## POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Manager, Admissions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisation Unit:</td>
<td>Student Administration, Academic Services Division (ASD)</td>
</tr>
<tr>
<td>Position Number:</td>
<td>1265531</td>
</tr>
<tr>
<td>Type of Employment:</td>
<td>Fixed-term – Full Time</td>
</tr>
<tr>
<td>Classification:</td>
<td>Hew Level 8</td>
</tr>
</tbody>
</table>

## 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 $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 Federal Government’s 2012 Excellence in Research for Australia 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, Ipswich, 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 Academic Services Division consists of the Student Administration Directorate and Academic Administration Directorate. The Directorates provide high quality administrative and professional services in support of the University’s academic activities.

Student Administration Directorate has primary responsibility for the delivery of student-focused administrative functions and contributes also to student-related policy development. Subunits of Student Administration include:

- **Admissions** – administers the University’s Admission Rules for the admission of undergraduate applications through QTAC, responds to prospective student enquiries concerning University programs and admissions requirements.
- **Student Centre** (St Lucia) – provides a ‘one stop shop’ for students, enabling them to transact a broad range of enrolment related activities and addressing face to face general enquiries from staff and the wider community.
- **Examinations** – provides a centralised service and support to ensure consistent and high quality conduct of examinations across campuses of the University.
- **Student Progression** – arranges graduation ceremonies and coordinates faculty activities to identify graduands, manage University Progression Rules.
- **Student Fees** – primary responsibility for the administrative systems and processes that require direct interaction with students regarding their fee liabilities, including the annual amendment of the University’s Fee Rules, the accuracy of fee changes applied to the student system and the publication of accurate fee information to prospective and current students.
• **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:

- In consultation with the Director, Student Administration, coordinate the setting, monitoring and review of long and short term goals and strategies to support current and projected needs and developments in Admissions.
- Present a clear vision of admissions service delivery which is both client-focused and responsive.
- Provide high level strategic support and policy advice to the Director, Student Administration and the Academic Registrar, on matters relating to Admissions
- Provide leadership and direction to ensure that all admission duties are conducted economically and efficiently, avoiding duplication of effort and providing service of the highest standard.

**Duties**

Duties and responsibilities include, but are not limited to:

**Reviewing and Planning**

- Manage, plan and coordinate the administration of Admissions to ensure a clear focus on client service and communication is maintained.
- Monitor and review functions and associated processes and procedures to ensure these are efficient and cost effective and achieve the stated goals of the University
- Contribute to student related policy development within the Academic Services Division
- Coordinate and contribute to the undertaking of reviews of the University’s undergraduate Admission Rules, and providing appropriate advice to the Academic Programs Policy Committee
- Coordinate, review, monitor and assist in the development of Admission submissions to the relevant approval bodies for undergraduate programs
Liaison and Advisory

- Provide an authoritative source of information and advice to Senior Management, Faculty and Schools on all matters relating to Admissions.
- Work with senior staff across the Academic Services Division to promote improved management, procedures and service delivery that aligns with the University goals.
- Provide advice and recommendations on Admissions rules and policies.
- Provide advice and support to university committees such as the Committee for Academic Programs Policy (CAPP) as required.
- Coordinate and provide advice on policy to the President of the Academic Board on admissions appeals.
- Develop and maintain effective relationships with key internal and external partners such as QTAC, GEMSAS, OPSSE and OMC.
- Liaise between data owners (QTAC) and users (UQ) to identify and specify optimum business intelligence solutions giving consideration to the often conflicting requirements of data owners, users, external and internal reporting requirements, and University policy.

Committee Support

- Provide secretarial support to associated committees.
- Represent the University on relevant external bodies such as QTAF, GEMSAS, WPCA

Human Resource Management

- Oversee processes of staff review, performance appraisal and staff development
- Conduct recognition and development interviews of staff
- Monitor workloads and deployment of staff within Admissions to ensure maximum staffing flexibility, including opportunities for multi-skilling staff
- Assess and recommend staffing levels and priorities for Admissions to the Director, Student Administration.

Financial Responsibility

- Manage the Admissions budget including preparing budget estimates and monitoring expenditure.
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 receives overall broad direction from the Director, Academic Services Division.

SELECTION CRITERIA

Essential

- A thorough knowledge of the University’s structure, policies and procedures, in particular as they relate to admissions, or an ability to acquire such knowledge rapidly
- The ability to identify and initiate proposals to improve rules, policies and procedures
- Excellent communication skills including the ability to write with clarity and precision, and to liaise and negotiate effectively
- The ability to represent the University in external environments
- The ability to work under pressure to achieve goals within inflexible deadlines
- The capacity to supervise and train staff and to provide leadership in a team environment
- Excellent interpersonal skills

Desirable

- An appreciation of the context of the admissions requirements in relation to the goals and missions of the University
- A working knowledge of the University’s admissions policy, procedures and programs
- Knowledge of the University’s enrolment procedures and program rules.

Personal Qualities

Essential

- Sound judgement
- Discretion
• The ability to inspire staff and to lead the development of innovative responses to emerging needs
• The ability to build and maintain productive working relationships with other organizational units within the Academic Services Division and faculties and schools.

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.

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

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