POSITION DESCRIPTION

Position Title: Senior Administrative Officer
Student Complaints and Grievance Resolution

Organisation Unit: Academic Administration
Student and Administrative Services Division

Position Number: 

Type of Employment: Continuing Full Time

Classification: Hew Level 6

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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. In 2013, UQ attracted more Australian Research Council funding than any other Australian university or research body.

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 Australian Teaching and Learning Council Awards for Teaching Excellence 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, and a founding member of Universitas 21, an international consortium of leading research-intensive universities. UQ is also the largest university in Queensland.

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 215,000-plus alumni. 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 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.

Organisational Environment

The Academic Services Division (ASD) consists of two directorates that provide high quality administrative and professional services in support of the University’s academic activities. The directorates within ASD are Student Administration and Academic Administration.

Academic Administration provides central administrative support for learning and teaching activities through a range of services spanning academic policy development and decision-making processes, management of teaching spaces and class scheduling, and misconduct and student grievance resolution processes. It comprises three organisational units:

- Academic Policy and Programs
- Student Complaints and Grievance Resolution
- Teaching Space Management.

Student Complaints and Grievance Resolution provides:

- A focal point for managing student complaints and grievance resolution by coordinating the responses of decision makers who are both internal and external to the University; and
- Administrative support for the conduct of the student discipline processes.

Information about Student Complaints and Grievance Resolution may be accessed on the unit’s web site at http://asd.uq.edu.au/student-complaints.

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

To provide administrative support to the Manager and assist in delivering responsive and proficient advice and customer service to both UQ students and staff, and administering the core functions related to the management of the Student Complaints and Grievance Resolution Unit.

Duties

Duties and responsibilities of the Senior Administrative Officer include, but are not limited to:
Administration

Provide high quality customer service to both students and University staff, ensuring all student discipline, grievance and appeal matters are handled promptly and professionally.

Provision of secretariat and other administrative support for University committees and working parties related to student discipline, grievances and appeals, including preparing agendas and minutes, and undertaking research into matters considered by committees.

Maintain the University’s misconduct register and act as the administrator of the database, ensuring the validity and accuracy of data, conducting recidivist checks for student investigations, extracting data for reporting and analysis and recommending system enhancements.

Review and develop business processes and information management associated with the efficient functioning and operation of the team.

Assist in the production of communication schedules, staff resources and templates to support staff outside the Unit to effectively manage student discipline and grievance processes.

Contribute to the regular analysis and reporting on trends and emerging issues relating to student complaints.

Prepare draft correspondence for Senior Executive in response to student discipline, grievances and appeals, including correspondence to external agencies such as the Queensland Ombudsman’s Office.

Mentor HEW 5 Administrative Officer and assist in providing guidance and training in internal Student Complaints and Grievance Resolution administrative processes.

Other duties as directed by the Manager, Student Complaints and Grievance Resolution Unit and the Director, Academic Administration.

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 and receives supervision from the Manager, Student Complaints and Grievance Resolution Unit.
SELECTION CRITERIA

**Essential**

- A degree with at least four years of subsequent relevant experience; or an equivalent combination of relevant experience and education/training.
- High-level organisational and administrative skills and an ability to work with limited direction, and to exercise initiative, discretion and sound judgement.
- Demonstrated experience in providing secretariat support and advice to University committees.
- Excellent written and oral communication skills, with the ability to communicate, consult and negotiate with staff members at all levels of the organisation.
- Well-developed analytical, conceptual and problem-solving skills; and experience in interpreting and applying rules, policies and procedures.
- Demonstrated high level of computer literacy including the ability to use word processing, database systems.
- Proven organisational skills and ability to meet tight deadlines, establish work priorities, work within defined processes and follow through to completion.
- Demonstrated ability to work under broad direction, with the ability to exercise initiative in undertaking tasks, a willingness to accept responsibilities and a strong commitment to teamwork.
- Demonstrated computer literacy including the ability to use word processing, database systems, and data warehouse software.
- A high level of discretion and confidentiality in dealing with sensitive matters.

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