POSITION DESCRIPTION

Position Title: Examinations Assistant
Organisation Unit: Student Administration, Academic Services Division (ASD)
Position Number: 1266176
Type of Employment: Full time, continuing
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 (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.

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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 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 include:

**Student Centres** - Student Centres are located on the St Lucia, Gatton and Herston campuses 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** – 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 and Scholarships** – provides a high quality student fee and scholarships service, including administration of the University’s fees scheme and Senate approved financial awards (scholarships, bursaries and prizes) and provision of specialist advice and expertise for publications, policies and systems development.

**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)

The incumbent may be required to work outside standard business hours and must be available to work during peak periods; recreation leave will not be approved during this time.
DUTY STATEMENT

Primary Purpose of Position

The Administration Assistant (Examinations) assists with a range of tasks associated with preparation for, conduct of and follow-up work from the University’s centrally-administered examinations.

Duties

Duties and responsibilities include, but are not limited to:

Administration

- Administration of contracts of employment and processing casual salary claims;
- Updating databases and spreadsheets;
- Processing stock and service orders;
- Monitoring and maintaining stock and equipment;
- Responding to enquiries from students and staff via email and telephone;
- Assisting the Administrative Officers with administrative tasks in peak operational periods;
- Undertaking associated duties within the Section or in other sections of Student Administration as required from time to time.

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 reports to the Manager and is supervised by the Team Leader.
SELECTION CRITERIA

Essential

- Completion of a degree without relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience and competence in the use of computers, including Microsoft Office suite applications, in particular word processing and spreadsheet packages.
- Demonstrated database management skills and the ability to accurately process high volumes of data.
- Demonstrated ability to work independently and also with minimum supervision within a team environment.
- Demonstrated time management and organisational skills, including the ability to meet deadlines.
- Demonstrated effective interpersonal skills and initiative when dealing with difficult situations.
- Demonstrated effective oral and written communication skills, in particular the ability to effectively and tactfully communicate with clients, ensuring cross-cultural sensitivity.
- Demonstrated commitment to applying relevant and applicable policies, procedures and legislation in the daily responsibilities of the position.
- Flexibility to work outside of normal hours and on Saturdays during examination periods.

Desirable

- Experience working within a tertiary education environment.
- Demonstrated competence in Filemaker databases.

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.

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