POSITION DESCRIPTION

Position Title: Manager, Student Centre
Organisation Unit: Student Administration, Academic Services Division.
Position Number: 1308315
Type of Employment: Continuing
Classification: HEW 8

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

Student Administration includes:

- **Admissions** – administers the University’s Admission Rules for the admission of undergraduate applications through QTAC, and responds to prospective student enquiries concerning University programs and admissions requirements;
- **Student Centre** – 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 centralised services and support to ensure the consistent and high quality conduct of examinations across all campuses of the University;
- **Scholarships and Prizes** – administers the University’s Senate-approved financial awards (scholarships, bursaries and prizes);
- **Student Progression** – coordinates conferrals and graduation ceremonies; manages the process for students at academic risk in accordance with the Enrolment and Academic Progression rules; provides advice and support for student enrolment processes;
- **Student Fees** – oversees implementation of the Fee Rules and has primary responsibility for the administrative systems and processes that are part of the fees function; interacts directly with students on fee-related matters;

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 strategic advice and support to the Director, Student Administration and the Academic Registrar on student administration matters and expert advice to committees, working parties and senior management;
- Ensure the delivery of integrated, accessible and client-focused first tier support for students and clients via face to face, online and phone;
- Ensure the operational performance of the Student Centre aligns with the University’s strategic priorities and emerging needs by being proactive and imaginative in setting both short and long term goals for the unit;
• Coordinate the management of physical and human resources in the Student Centre to ensure work is conducted economically and efficiently, avoiding duplication of effort across the University, providing service of the highest standard to students and clients; and
• Using key University information platforms to analyse data proactively and liaise with managers across the University to inform enquiry management strategies.

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 relevant staff across the University to ensure efficient and cost effective delivery of high level service;
• Collect, analyse, review and interpret data related to the service performance across all areas of activity;
• Connect with key University information platforms to interpret, extend and localize information for divisional use;
• Develop and implement strategies for continuous improvement of services; and
• Liaise with faculties, schools and external contributors regarding the dissemination of relevant information to students and other clients.

**Finance and budgeting**

• Managing the budget for the Student Centre, including identifying future funding requirements to meet strategic objectives, preparing budget estimates, monitoring expenditure and ensuring efficient use of resources to provide the highest standard of service; and
• Exercising the position’s financial delegation.

**Staff management**

• Overseeing staff reviews and performance appraisals, identifying professional development requirements to ensure staff profiles and skill sets continue to meet the requirements of a changing environment;
• Monitoring workloads and deployment of staff within and across the Student Centre to ensure maximum staffing flexibility, including opportunities for multi-skilling and ongoing professional development for staff; and
• Reviewing business processes to ensure a culture of continuous improvement.

**Liaison and Advisory responsibilities**

• Contribute as part of the management team within ASD to promote continuous improvement in management practices, procedures and service delivery across the Division;
• Managing, planning and coordinating the services of the Student Centre with relevant units across the university to align with strategic objectives; and
• Contributing to the development and review of policy statements on student and academic matters based on analysis of data.

Committee Support
• Provide expert advice to committees, working parties and senior management;
• Serve as Secretary to Working Parties and Committees 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

Reporting Relationships
The position reports to the Director, Student Administration and from the Academic Registrar as appropriate

SELECTION CRITERIA*

Qualifications
Essential
• postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience; or
• extensive experience and management expertise; or
• an equivalent combination of relevant experience and/or education/training.

Experience
Essential
• Demonstrated capacity for identification and analysis of issues, innovative problem solving and improvement of administrative systems and procedures.
• Extensive experience in data management and analysis to guide outcomes.
• Experience and demonstrated ability to manage multiple high level tasks.
• Demonstrated effectiveness in and commitment to outstanding service delivery.

Knowledge and Skills
Essential
• A thorough knowledge of the University’s structures and legislative frameworks and/or the ability to rapidly acquire an understanding of the University’s policies and procedures.
- Demonstrated high level written communication skills.
- High level of attention to detail
- Excellent demonstrated interpersonal skills and the ability to liaise with internal and external stakeholders at all levels.
- Demonstrated ability in the management of large scale compliance tasks and reporting, preferably within a higher education environment
- High level digital literacy.

Desirable
- Experience in secretariat support to committees.

**Personal Qualities**

**Essential**
- Proven ability to build and lead teams and to inspire and provide direction for the development of innovative responses to emerging needs; and
- Ability to build and maintain productive working relationships with other organisational units such as faculties and schools.
- Organised and methodical approach to tasks
- Ability to prioritise own workload, work independently and meet deadlines.
- Willingness to assist other staff as circumstance require

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