POSITION DESCRIPTION

Job Title: Student Experience Assistant
Organisation Unit: Faculty of Business, Economics and Law & UQ Business School
Position Number: 1258991
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 (60). 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 Faculty of Business, Economics & Law is one of six faculties within The University of Queensland. It incorporates the UQ Business School, the School of Economics and the T.C. Beirne School of Law.

The Faculty has a large population of domestic and international students within UQ. Students are enrolled in a myriad of single and dual undergraduate programs – either within the Faculty or across any of the other faculties – and many more postgraduate suites of programs.

Programs are offered at the St Lucia campus as well as offshore and in association with international education providers. The Faculty also offers a range of quality Executive Education and Professional Development programs.

Information about the Faculty may be accessed on the Faculty’s web site at [http://www.bel.uq.edu.au](http://www.bel.uq.edu.au).

**Information for Prospective Staff**

Information can be found at [https://www.uq.edu.au/uqjobs](https://www.uq.edu.au/uqjobs).

**DUTY STATEMENT**

**Primary Purpose of Position**

The Student Experience Assistant is the first point of contact at the Faculty of Business, Economics and Law and the UQ Business School for students, University staff and members of the community. The primary purpose of the position is to provide quality professional customer service when advising current and potential students on the Faculty’s programs and student enrolment related matters. The role also provides administrative support to the Student Experience/Administration Teams.

**Duties**

**Student and Academic Administration:**

- Develop and maintain an expert knowledge and awareness of the University’s on-line information resources with respect to the University’s Rules, deadlines, policies and procedures for all student related matters.
- Provide accurate information to current and prospective students on degree programs offered by the Faculty of Business, Economics and Law, during face-to-face enquiries at the front counter, by email or via telephone.
- Provide initial information and advice to current students on student administration matters, including University and Faculty/School rules, policies and procedures, programs and courses offered by the Faculty/School, the use of mySI-net and other enrolment related matters including study plans, graduation checks, exchange, withdrawal without academic penalty and deferred examinations.
- Identify and refer complex or non-standard enquiries to other members of the Student Experience Team or to other areas of the University, including the Student Centre, Schools or other Faculties as required.
- Determine when students need to meet with Student Experience/Liaison Officers and book appointments in accordance with Faculty/School procedures.
• Undertake SI-net processing tasks as required by the Coordinator, Reception & Timetabling and/or Manager, Student Experience (Student Support).
• Complete other tasks as required by the Coordinator, Reception & Timetabling and/or Manager, Student Experience (Student Support).

Other:
• Maintain and restock office supplies and promotional display materials.
• Monitor and record the borrowing of school equipment by staff.
• Provide administration support to academic staff as required; including the production of course materials.
• Attend TSXPO, UQ Open Day and other events if required.
• Maintain an accurate register of all student related applications received at the Faculty from the Student Centre, over the counter or by email by recording all incoming applications, distributing applications to appropriate staff and scanning completed applications to TRIM (electronic records management system) ensuring that records are retained in accordance with University policy.
• Assist with the collection, processing and distribution of student assignments, including providing support to Academic Staff for electronic assignment submission and collection.
• Manage room bookings for staff.
• Administer security swipe card access for the Faculty Computer Laboratory and after-hours staff and student access to buildings.
• Provide assistance to Assessment Exams & Misconduct Coordinator, eLearning Officer and the remaining student experience team during peak periods and/or when required.
• Train temporary/casual staff assisting at reception.
• Provide general administrative support as directed by the Student Experience/Administration Managers, School Manager and Head of School.
• Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
  o the University’s Code of Conduct;
  o 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;
  o the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures;
  o 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 Relationship

The position reports to the Coordinator, Reception & Timetabling with a dotted line to the Manager, Student Experience (Student Support).

Leave Restrictions

Leave restrictions may apply during peak periods as determined by the Coordinator, Reception & Timetabling and/or Manager, Student Experience (Student Support). The Student Experience Assistant must be able to work on a rostered basis between the hours of 8:00am – 5:00pm Monday to Friday.

SELECTION CRITERIA

Qualifications and Experience
• An associate diploma level qualification with relevant work experience or an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills
• A broad knowledge of the University’s policies and procedures, particularly in relation to student matters or an ability to rapidly acquire such knowledge;
• Knowledge of the key sections of the University and their functions in order to guide students and staff to the best source of information and assistance, or the ability to rapidly gain such knowledge;
• Well-developed skills in the use of computer packages for word-processing, data storage and retrieval, e-mail, spreadsheets, World Wide Web and other administrative activities;
• Excellent written and oral communication skills including a professional telephone manner;
• Ability to work effectively in a flexible team environment;
• Ability to meet deadlines accurately and with attention to detail in a fast-paced and energetic work environment;

Personal Qualities
• A strong orientation to the provision of a high level of customer service;
• Well-developed interpersonal skills and the ability to communicate effectively with people from a range of cultures and backgrounds;
• Ability to remain calm and composed during peak times; and
• Excellent time management skills.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at:
atsi_recruitment@uq.edu.au
Applications are also encouraged from women.
This role is a full-time position; however flexible working arrangements may be negotiated.