POSITION DESCRIPTION

Position Title: Student Administration Assistant Manager
Organisation Unit: Faculty of Health and Behavioural Sciences
Position Number: 3026475
Type of Employment: Full Time, Fixed Term (continuing)
Classification: HEW Level 7

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 Faculty of Health and Behavioural Sciences is a strong faculty that has a coherent focus on health and well-being underpinned by a clear integrative theme related to preventative health and behaviour change. Furthermore, the Faculty provides the opportunity for the allied health sciences to have a strong voice and great visibility within the University.

The Faculty currently includes six schools and five research centres:

- School of Dentistry
- School of Health and Rehabilitation Sciences
- School of Human Movement and Nutrition Sciences
- School of Nursing, Midwifery and Social Work
- School of Pharmacy
- School of Psychology
- Centre for the Business and Economics of Health
- Centre for Youth Substance Abuse Research (CYSAR)
- Recover Injury Research Centre
- Queensland Alliance for Environmental Health Sciences (QAEHS)
- Poche Centre for Indigenous Health

More information about the Faculty is available at: http://habs.uq.edu.au/

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

The University of Queensland Enterprise Agreement outlines the position classification standards for Levels A to E.

DUTY STATEMENT

Primary Purpose of Position

The primary purpose of this position is to co-ordinate the student administration activities (including planning, allocation of tasks and administration of academic programs) for the Faculty of Health and Behavioural Sciences under the direction of the Academic and Student Administration Senior Manager and to provide ongoing training and support to faculty and school based staff in the management of processes associated with student administration and the effective use of relevant corporate systems.
Duties

Duties and responsibilities include, but are not limited to:

- Provide detailed, timely and accurate advice and support to School, Centre and Faculty student administration staff on matters of policy and procedure, assist with difficult enquiries and co-ordinate the provision of advice and support to the Associate Dean (Academic) on student matters by obtaining and analysing relevant information and policies/rules and formulating appropriate recommendations accordingly.

- Provide advice on current student administration issues for the Faculty, and on the interpretation, application and inter-relationships of relevant legislation, rules and policies.

- Develop, implement and maintain an effective training program and procedural documentation for student administration staff across the Faculty and Schools.

- Manage administrative aspects of admissions, enrolment, progression, and graduation activities for the Faculty within the framework of University rules, policies and procedures.

- Undertake investigative research on, and analysis of, key topics of interest to the Faculty to assist in future planning decisions.

- In conjunction with the Senior Manager, Academic and Student Administration, provide day to day supervision to professional staff in the faculty's student and academic administration team, including management of work flow, workloads, proactive leave management, general supervision, performance appraisal processes and associated training and development activities.

- Ensure effective and efficient use of resources including staff resources and corporate and bespoke information systems etc.

- Co-ordinate the provision of advice and support to the Associate Dean (Academic) on student matters by obtaining and analysing relevant information and policies/rules and formulating appropriate recommendations accordingly.

- Develop and co-ordinate student enrolment surveillance and government reporting processes in the faculty and its schools.

- Develop, implement and manage processes to review and update relevant information in the student information stream, including study guides, the courses and programs website, Faculty website etc.

- Keep the Senior Manager, Academic and Student Administration fully informed about the activities and issues related to the day-to-day operations of student administration.

- Manage the provision of on-site support to school based student administration teams as required, such as during periods of unexpected staff absences in Schools.

- Manage communication between Faculty and Schools on operational issues related to student administration to ensure staff are kept fully informed about current operational matters and relevant legislation, rules and policies.

- Deputise for the Senior Manager, Academic and Student Administration as required.

- Represent the Faculty on University working parties and other committees as required.

- Attend events, programs and functions, during as well as outside normal business hours as required.
• Assist in other activities of the Faculty 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.

Organisational Relationships
The position reports to the Academic and Student Administration Manager and supports the Academic and Student Administration Manager and the Associate Dean (Academic) in the efficient operation of the Faculty’s student administration functions through delivery of high quality, timely and accurate student administration services, management of workloads, development and review of procedures and the training and supervision of staff. The person provides advice and assistance in relation to student matters to the Associate Dean (Academic) and assists in general policy development.

Location and Travel
This position is primarily based at the St Lucia campus. Some travel to other campuses and locations is required to work with the Schools within the Faculty, and intrastate, interstate and overseas travel may be required for student recruitment activities.
SELECTION CRITERIA

**Essential**
- A degree with at least 4 years subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training.
- Substantial, demonstrated experience in the interpretation and application of university rules, policies and procedures relating to student and academic administration.
- Demonstrated capacity for identification and analysis of issues, innovative problem solving and improvement of administrative systems and procedures.
- Experience in efficient and effective use of corporate information systems.
- Experience with supervising staff, including planning, organising, performance management, recognition and development of staff.
- Capacity to provide relevant scenario based training in a wide range of corporate systems.
- Detailed knowledge of the University’s rules, policies and procedures related to student and academic administration.
- Demonstrated high level written and oral communication skills including analysing information and data critically, and report writing.
- A flexible approach to problem-solving to meet changing requirements.
- High-level interpersonal skills, including effective liaison and negotiation skills needed to develop and maintain strong working relationships within the Faculty, and the wider University community.
- Demonstrated high level organisational ability, attention to detail and ability to work to deadlines and manage competing priorities.

**Desirable**
- Experience in servicing university committees.

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.