POSITION DESCRIPTION

Position Title: Administrative Officer (Student Administration/Reception)
Organisation Unit: School of Psychology
Position Number: 3036406
Type of Employment: Part-time, fixed term until 1 March 2019
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 $11 billion+ (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.

Faculty of Health and Behavioural Sciences

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 three 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 Youth Substance Abuse Research
- Recover Injury Research Centre
- Queensland Alliance for Environmental Health Sciences (QAEHS)

Information about the Faculty may be accessed on the Faculty’s web site at http://www.habs.uq.edu.au/.

School of Psychology

The School of Psychology is one of six Schools in the Faculty of Health and Behavioural Sciences at the University of Queensland. The School is one of the most prestigious schools of psychology in Australia, and its strong reputation is built on excellence in both research and teaching. The School has thriving and dynamic research profiles in almost all areas of psychology, and is able to attract visitors from overseas and other institutions in Australia.

Information about the School may be accessed on the School web site at www.psy.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

DUTY STATEMENT

Primary Purpose of Position

The primary purpose of this position is to be the first point of contact for all prospective, current, and past student enquiries, and well as enquiries from staff, visitors and members of the public, and to respond to these in a helpful and timely manner. The position also provides administrative support to the student administration team and assists with a range of tasks to support School activities, including facilities and events.
Duties

Duties and responsibilities include, but are not limited to:

General Administration

- Provide first point of contact at Reception to email, telephone and counter enquiries, including monitoring of the School’s generic enquiry email and the Customer Relationship Management (CRM) system.
- Manage the administration, allocation and auditing of keys and Si-pass electronic access cards for staff, students and visitors. This includes liaising with Security, and managing access points and permission.
- Coordinate bookings of the School’s meeting and consult rooms, teaching rooms, tutor consult rooms, labs and UQ central rooms using Syllabus+, online booking systems and an electronic diary.
- Coordinate the School’s teaching and audio-visual equipment loans system (including conducting regular audits); the allocation, audit and annual return of student lockers; and incoming and outgoing mail (including school mail boxes). Liaise with Finance to track orders and contact recipients.
- Provide support to the smooth functioning of the School administrative office, including photocopying support for teaching and research staff, monitoring and ordering stationery supplies, ensuring the operation and serviceability of the School’s general office equipment and photocopiers, and maintaining the School’s Directory Boards and noticeboards.
- Undertake additional teaching and resource preparation tasks as required, such as examination printing, bulk booklet requests, accepting portfolios and theses, and uploading items into records management databases.
- Assist with organisation of School functions, such as seminars, workshops and other significant School events and activities.
- Collect and safely store cash for School fundraisers and events, and assist in recording ticketing information where required.
- Contribute to the development and implementation of administrative procedures, including use of University administrative systems, databases (Online Applications System, Syllabus+, Archibus, UQReportal and local spreadsheets), and data manipulation tools for the effective management of the General Office.
- Provide support for facilities and resources activities, including dealing with contractors and suppliers.
- Apply Sustainable guidelines to procedures in the office, including driving initiatives such as paper and cardboard recycling, composting, purchasing of consumables and managing stationery stock levels.
- Provide administrative assistance during peak periods with student administration processes as directed by the supervisor or senior staff of the School.
- Maintain accurate information regarding room occupancy by staff, students and visitors.

Student administration

- Respond to student queries, including course enquiries, application enquiries and timetable advice.
• Manage receipt and processing of student documentation including receipt and distribution of relevant School assessment items where required (theses, exams, portfolios).
• Advise current students pertaining to enrolment and course progression queries using UQ’s corporate systems such as SI-Net and Blackboard.
• Manage requests from prospective students relating to the program structure and requirements to apply for fourth year programs, including the use of SI-Net (Online Applications functionality).
• Advise students of study pathways including accreditation requirements, referencing Australian Psychological Society (APS) and Australian Psychology Accreditation Council (APAC) resources available.
• Advise students of administrative processes for late enrolment, withdrawal from a course and changing programs.

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 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 School Manager through the Facilities and Reception Officer.

SELECTION CRITERIA

Essential
• Completion of a diploma level qualification and relevant administrative and office experience or an equivalent combination of relevant experience and/or education/training.
• Demonstrated ability to manage multiple IT systems, such as the MS Office suite, to process a high volume of administrative work with specified deadlines.
• Demonstrated commitment to high quality customer service.
• Demonstrated ability to work effectively in a team environment where administrative based work and tasks are shared responsibilities.
• Good judgement to differentiate between matters which can be dealt with routinely and those requiring involvement from a more senior or specialised administrator.
• Commitment to accuracy and attention to detail in written work and in the use of computer applications.
• Ability to prioritise own workload, work independently and as part of a team, including willingness to assist other staff members as circumstances require in order to meet deadlines.
• Knowledge of University policies and procedures that relate to student administration or the ability to rapidly acquire such knowledge.

Desirable
• Previous exposure to University of Queensland corporate systems, SI-Net, OLA (UQ’s Online Application System), Blackboard, and use of CRM systems.

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.