POSITION DESCRIPTION

Position Title: Senior Administration Officer/Executive Assistant
Organisation Unit: Research Analysis, Policy and Operations
Position Number: 3024964
Type of Employment: Continuing
Classification: Hew Level 6

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 Deputy Vice-Chancellor (Research) is a member of the University’s Senior Executive and has responsibility for enhancing the University’s performance and reputation in research, research training, and research collaboration with external stakeholders, nationally and internationally. This includes the strategic management of research at an institutional level; development of research policy; management of research strategic initiatives, and development of research collaborations in Australia and overseas. The Deputy Vice-Chancellor (Research) also interacts closely with Executive Deans and Institute Directors who have operational responsibility for research development within the University’s Faculties and Institutes respectively, and chairs the University Research Committee, a committee of the Academic Board that promotes and supports research and research training within the University.

The Deputy Vice-Chancellor (Research) is supported by the staff in the UQ Research and Innovation portfolio. Units within the portfolio have responsibility to support the University’s research community through strategic engagement with external stakeholders, funding organisations and research partners; international collaborations; grants management; research performance data management; research higher degree management; and research ethics and integrity.

The Office of Research Analysis, Policy and Operations provides high-level policy and analysis support to the Deputy Vice-Chancellor (Research) and other members of the Executive. Key responsibilities include monitoring research performance, management of the University’s response to Government research policy and assessment initiatives, high-level support to various committees, oversight of a variety of projects on behalf of the Deputy Vice-Chancellor (Research), and management responsibility for operations of the portfolio.

Further information is available at: http://www.uq.edu.au/research.

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

Working as part of the Central Administration team the Senior Administration Officer/Executive Assistant provides high-level administrative support to the senior staff within the Research Portfolio. This role facilitates the smooth running of the administrative activities for the executive offices including managing the diaries, arranging meetings, training sessions, domestic and international travel and accommodation bookings, handling of all enquiries, and the collation and distribution of meeting papers including, follow up action. The role also provides support and back up to the Central Administration team members and other units within UQ Research and Innovation.
Duties

Duties and responsibilities include, but are not limited to:

- Take responsibility for the management of a well-organised office, in an environment where confidentiality, responsiveness and proficiency are essential.
- Manage complex diaries; ensuring the sensitive handling of requests and exercise sound judgement regarding the urgency and confidentiality of all matters.
- Assess incoming correspondence, take appropriate action and respond to routine correspondence on behalf of the senior executive and other senior staff within UQ Research and Innovation. Prepare draft correspondence for consideration on non-routine matters as required.
- Be responsible for the management and monitoring of multiple email accounts, refer correspondence or enquiries for action or advice on behalf of the senior executive, and ensure timely follow up.
- Ensure compliance with University policies and procedures for documentation, correspondence and matters processed through the portfolio offices.
- Undertake a secretariat role for meetings as required, including organising meetings, developing minutes/notes and preparing meeting papers.
- Manage the planning and coordination of complex events, workshops, functions, seminars and visitor meetings.
- Take responsibility for the organisation of domestic and international travel requirements for the senior executive and other staff and visitors to the University as required.
- Work cooperatively and develop networks to liaise proactively and effectively with staff within the University and external agencies.
- Use initiative and judgement and liaise effectively with members of Senate, members of external organisations, government officials, businesses, senior university officers and their support staff, academics and administrative staff on matters of relevance to the senior executive and other senior UQ Research and Innovation staff.
- Production of complex documentation, including presentations, promotional materials, spreadsheets, reports and coordinate the preparation of committee papers.
- Be responsible for the document management systems for records ensuring optimal storage and retrieval of files consistent with the protocols of the Central Administration team filing system.
- Be a contributing member of the Central Administration team on developing procedural guidelines for processes, improving and streaming administration practices to increase efficiency.
- Undertake general administration duties including providing support and coverage to the other Central Administration team members and other units within UQ Research and Innovation.
- Any other duties as reasonably directed by your supervisor.
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

Organisational Relationships

The position reports to the Operations Manager, Research Analysis, Policy and Operations.
SELECTION CRITERIA

Essential

- Completion of a degree and substantial administrative experience at a senior administration level, or an equivalent combination of relevant experience and/or education/training.

- Excellent customer service skills with demonstrated commitment and capacity to deliver high quality administrative support to senior staff in a large, complex and high volume workplace.

- Exceptional written and oral communication skills with the ability to prepare correspondence, meeting notes and to deal with complex issues with sensitivity and confidentiality.

- Proven ability to undertake complex administrative tasks with accuracy, including the ability to review work practices and update procedures and processes.

- Advanced knowledge of computer applications including Microsoft Office suite of programs with a demonstrated experience in advanced diary management and document retrieval and filing.

- Excellent interpersonal and relationship building skills with the ability to engage effectively with a diverse range of clients’ including senior executive, colleagues, and stakeholders.

- The ability to exercise sound judgement, maintain confidentiality and show initiative in resolving issues.

- Proven ability to work autonomously with well-developed time management and organisational skills to prioritise tasks effectively, manage multiple tasks, and meet deadlines with a strong attention to detail.

- Sound knowledge of university organisation structures and a broad understanding of university corporate systems or a capacity to rapidly gain this knowledge.

- Demonstrated ability to work co-operatively in a team environment and contribute positively to team operations and relationships.

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.