**POSITION DESCRIPTION**

**Position Title:** Administrative Assistant  
**Organisation Unit:** School of Chemistry and Molecular Bioscience  
**Position Number:** 3018957  
**Type of Employment:** Continuing  
**Classification:** HEW Level 4

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**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 (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), 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 secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

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 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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 will have further success in this area as an important strategic aim going forward.

**Organisational Environment**

The School of Chemistry and Molecular Biosciences teaches and researches in the disciplines of Chemistry, Biochemistry & Molecular Biology, Biotechnology, Microbiology and Parasitology. The common thread in the School's discipline mix is the capacity of molecular-based approaches to create understanding and to lead to discovery.

Situated in the Faculty of Science, the School is one of the largest and most-complex in the University with more than 190 full-time equivalent staff, an annual budget of $37M, a student load of more than 1,570 EFTSL (~26% international), and extensive laboratory facilities, scientific equipment holdings and a workshop. It spans two buildings on the St Lucia campus has links to a number of the University’s research institutes. It administers several majors in the BSc and BAdvSc, along with the BBiotech(Hons) and three postgraduate coursework programs.


**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**

This position provides administrative support to members of the School, particularly in support of undergraduate and postgraduate coursework. It provides the first-point-of-contact for general enquiries (in-person, telephone and email), and therefore has a strong customer-service focus.

**Duties**

Duties and responsibilities include, but are not limited to:

**Student Administration**

- Reception duties including in-person, telephone and email enquiries from current and prospective students, staff and members of the public, utilising resources and knowledge to provide a high-level of customer support.

- Manage room booking requests for SCMB controlled rooms and ad hoc bookings for centrally controlled rooms. Maintain and monitor maintenance of laptops, data projectors, microphones and laser pointers. Provide relevant information to external parties who wish to use the Podium or SCMB rooms including trade display gatherings. Assist with podium setup for SCMB functions/teaching.
• Assist in the administration of assessment such as alphabetising, collation/distribution and data entry and checking.

• Assist with the organisation of school based exams/quizzes/assessment/exam paper viewing sessions and in the process of organising deferred mid semester exams.

• Process applications for student administration-related requests including extensions, and re-marks.

• Use of various IT systems including Microsoft Office Suite (including Word, Excel, Outlook and PowerPoint) and in-house systems (Si-net, iMark, Student e-File, Blackboard, Syllabus Plus, CRM).

• Assist with semester preparation including set up of learning management system sites, results database and preparation of practical manuals.

• Liaise with academic and administrative colleagues across the School/Faculty and University.

• Provide administrative support to Tutor Coordinators as required.

• Maintain and update written office procedures and business calendar.

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

Organisational Relationships
The position reports to the Manager, Coursework Academic Administration, with day-to-day direction from the Senior Administrative Officers.
SELECTION CRITERIA

**Essential**

- Post-secondary qualifications preferred, or an equivalent combination of education, relevant experience and training.
- Good organisational skills and the ability to provide efficient administrative support.
- Demonstrated competence in the use of Microsoft Office applications, particularly Word, Excel, and Outlook.
- Knowledge of University policies and procedures in the area of student administration, or the ability to rapidly acquire such knowledge.
- High level of accuracy and attention to detail.
- Demonstrated customer service experience, showing the capacity to deal with a wide range of clients in a helpful, enthusiastic way.
- Work experience in an open-office or similar teamwork environment.
- Ability to liaise effectively and relate well to a wide range of people.
- Ability to meet deadlines, follow tasks through to completion, prioritise competing work demands and work in an efficient and well organised manner under pressure.
- Demonstrated ability to take initiative and work independently and as part of a team.

**Desirable**

- Experience with University applications, e.g. Business Objects, SI-net, the Online Content Management System and iMark, or a demonstrated ability to rapidly acquire proficiency.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. Applications are also encouraged from women.