POSITION DESCRIPTION

Position Title: Assistant Manager – Student and Academic Administration
Organisation Unit: Faculty of Engineering, Architecture and Information Technology
Position Number: 3035154
Type of Employment: Full-Time, Fixed Term for 12 months
Classification: HEW Level 8

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 Engineering, Architecture and Information Technology (EAIT) has long, proud traditions of innovation and leadership across student education and research.

In just over a century, more than 27,000 Faculty graduates have gone on to use their UQ education to have significant impact on our state, our nation and across the world. We believe that lifelong success is fostered at UQ through great education – inspiring students to think differently, ask the difficult questions, be a positive disruptive influence, and fulfil every ounce of their potential.

Our research provides a rich and diverse flow of breakthrough technologies that are helping to improve communities around the world. From novel hydrogen storage and next generation polymers to biomedical engineering and mining safety, our research outcomes are solving problems for local and international communities, and our industry partners.

The Faculty recognises and values equity and diversity, and encourages applications from any individual who meets the requirements of this position irrespective of gender, sexuality, race, ethnicity, religion, disability, age or other protected attributes. The Faculty strives to provide an inclusive working environment, and along with the University is committed to supporting staff with family and caring responsibilities by providing policies, programs and initiatives to help balance work and family responsibilities.

For more information about the Faculty, please visit: www.eait.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 provide leadership and management of student and academic administration activities under the guidance of the Manager, Student and Academic Administration and to provide ongoing training and support to faculty and school based staff in the management of processes associated with student and academic administration and the effective use of relevant corporate systems.

The Assistant Manager will be responsible for the overall performance of the team in meeting the goals and priorities of the Faculty office, as well as taking an active role in the development of individual staff. They will work to oversee the delivery of high quality, timely and accurate student and academic support services. The position will also be responsible for providing specialist advice and assistance to the Manager, Student and Academic Administration and the Associate Dean (Academic) on complex student and policy matters and contribute to the development and delivery of academic programs in the Faculty of Engineering, Architecture and Information Technology.

Duties

Duties and responsibilities include, but are not limited to:

Staff Management:

- Lead the Student and Academic Support teams and provide advice and guidance to the Coordinators of the teams.
- Assume overall management and responsibility for the workloads and deliverables of teams in consultation with the Coordinators.
- Effectively manage and delegate tasks through the Coordinators to ensure high functioning teams where overall goals and targets are consistently met.
- In conjunction and consultation with the Manager and Coordinators, oversee the professional development of individual staff and assist staff in formulating goals and strategies to achieving these.
- Coordinate and oversee the process of staff review and performance appraisals.
- Providing training for the teams, and relevant School staff on matters relating to student administration, academic administration, policy, procedures, and software.
- Act as Manager, Student and Academic Administration when required.

Student and Academic Administration:

- Provide expert advice, support and recommendations to the Manager, Student and Academic Administration and the Associate Dean (Academic) on matters of policy and procedures in relation to student matters, including admissions, enrolments, appeals, grievances and examinations.
- Provide high level advice on UQ policy to Schools and centres within the Faculty.
- Provide support in the interpretation of relevant policy and legislation relating to program compliance as per the Australian Qualifications Framework (AQF) and the application of this to programs in the Faculty.
- Initiate best practice strategies in the Faculty’s Schools and Centres in the interpretation and application of the university’s policies and procedures as these relate to student and academic administration.
- Provide strategic support and advice to the five Schools within the Faculty on a range of university policies.
- Oversee the coordination and delivery of academic advice to students by the Associate Dean (Academic) and the Student Administration Officers.
• Keep the Manager fully informed about the activities and issues related to the day-to-day operations of student and academic administration.
• Provide advice on current student administration issues for the Faculty and its Schools, and on the interpretation, application and inter-relationships of relevant legislation, rules and policies.
• Manage and coordinate administrative aspects of admissions, orientation, enrolment, examination, and graduation activities for the Faculty and its Schools within the framework of University rules, policies and procedures.
• Coordinate 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, and the Faculty website.
• Develop and maintain high level working relationships with other teams within the Faculty.
• Manage communication across the Faculty and Schools on operational issues related to student and academic administration to ensure staff are kept fully informed about current operational matters and relevant legislation, rules and policies.
• 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 and Schools as required.

**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 of 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, Student and Academic Administration and supports the Associate Dean (Academic) in the efficient operation of the Faculty’s student and academic administration functions through delivery of high quality, timely and accurate advice on a range of student and academic administration services. This position has direct supervisory responsibility for the Coordinators of the Student and Academic Support teams (3 staff members) and line management of team members (10+ staff members).
SELECTION CRITERIA

Essential

- A postgraduate qualification with extensive relevant experience and/or a combination of relevant experience and/or education/training in academic and student administration.

- Demonstrated high level written and oral communication skills including analysing information and data critically, and report writing.

- Substantial, demonstrated experience in the interpretation and application of university rules, policies and procedures relating to student and academic administration including student admission, enrolment, examination, and graduation.

- Demonstrated capacity for identification and analysis of issues, innovative problem solving and improvement of administrative systems and procedures.

- Highly developed leadership and management skills and the ability to manage staff in a service-orientated environment.

- Highly developed interpersonal communication, negotiation, and conflict resolution 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.

- Proven capacity to deliver high quality customer services in a fast paced and high volume office environment.

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.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.