POSITION DESCRIPTION

Position Title: Administrative Officer - FYELC
Organisation Unit: Faculty of Engineering, Architecture and Information Technology
Position Number: 3005380
Type of Employment: Full time, Continuing
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 (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 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+

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 Faculty of Engineering, Architecture and Information Technology (EAIT) comprises the
Schools of Architecture, Civil Engineering, Chemical Engineering, Information Technology
and Electrical Engineering, Mechanical and Mining Engineering, and the Advanced Water
Management Centre. These units are internationally recognised and their teaching and
research successes create a stimulating environment within which the Faculty staff work.

The Faculty is managed by the Executive Dean, who has direct responsibility for the
physical, financial and human resources, academic matters relating to programs and
students, and a range of other areas such as the development of research, national and
international marketing, and enhanced government, business and community links.

The Faculty office is located at the St Lucia campus. Further information about the Faculty
can be obtained from its web site at http://www.eait.uq.edu.au/.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is
DUTY STATEMENT

Primary Purpose of Position

The Administration Officer is the first point of enquiry in the First Year Engineering Learning Centre (FYELC). The primary goal of the position is to provide high quality customer service through friendly, helpful, accurate and informative advice to the students and staff. The position also provides administrative support to the Manager of First Year Engineering, the Director of First Year Engineering and Director of Teaching & Learning.

The Administration Officer is an essential part of the First Year Engineering team ensuring that both the staff and students are supported.

Duties

Duties and responsibilities include, but are not limited to:

Client Service

- Provide high quality, client focused customer service to students including answering emails, telephone and face-to-face enquiries;
- Provide advice and assistance to a broad range of stakeholders that is timely and accurate, referring enquiries to other staff as appropriate;
- Provide reliable information on academic related rules, procedures and standard policies and procedures (including face-to-face, telephone and email enquiries) and ensure proper records are created and kept in accordance with University requirements;
- Determine the need for student appointments with the First Year Academic Advisor, the Associate Dean (Academic) or Senior Administration staff and make appointments or appropriate referrals accordingly;
- Maintain the electronic diary of the First Year Academic Advisor;
- Maintain booth and room bookings for first year engineering meetings;
- Assist with organisation and catering for first year engineering meetings and events as required;
- Represent the FYELC during orientation weeks and participate in other related activities as required;
- Coordination of BE (Hons) Project Day and events during orientation as required;
- Ensure incoming mail and deliveries for the FYELC are allocated for prompt and appropriate action.

Student Administration:

- Ability to use various IT systems such as SI-net (UQ’s Student System), Oracle Service Cloud (CRM), and the Microsoft Office suite;
- Maintain electronic student records on the University’s student system;
- Maintain the electronic files associated with student meetings with the First Year Academic Advisor;
- Set up and monitor course sign-on for ENGG1100, ENGG1200, ENGG1211 and ENGG1600.
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
- The appointee should be able to work standard office hours with a willingness to be flexible and take on additional duties as the need arises and be generally able to take holidays outside of peak activity times (Jan – March and July – August).

Organisational Relationships
The position reports to the Manager of the First Year Engineering Learning centre.
SELECTION CRITERIA

Essential

- Completion of a diploma level or certificate qualification with relevant work experience in an educational institution or similar environment, or equivalent combination of relevant experience and/or education/training.

- Sound knowledge of the University’s policies and procedures related to student administration, including admissions, enrolments and examinations.

- Detailed knowledge of the programs offered through the Faculty, or the ability to quickly gain such knowledge.

- Ability to provide concise advice while demonstrating patience, care and tactful decisiveness in dealing with a wide range of people from varied backgrounds and cultures.

- Ability to identify, analyse and effectively solve problems.

- High level of interpersonal, written, and oral communication skills including the ability to communicate effectively with a wide range of individuals including students, co-workers and senior staff of the University;

- Demonstrated attention to detail and the ability to produce high quality work;

- Demonstrated ability to work independently and as part of a team.

Desirable

- First Aid Certificate, Blue card is desirable.

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.