POSITION DESCRIPTION

Position Title: Student Administration Officer
Organisation Unit: School of Social Science
Position Number: 3035017
Type of Employment: Full-Time, fixed-term
Classification: HEW Level 5

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 Faculty of Humanities and Social Sciences (HASS) is a large comprehensive Faculty with a broad academic profile and substantial research achievements. The Faculty Office is based at the St Lucia campus in the iconic Forgan Smith building adjacent to the Great Court of the University. The current Executive Dean is Professor Julie Duck who is Acting in the role following the transition of Professor Tim Dunne to a Pro-Vice-Chancellor position in the Office of the Provost.

The Faculty comprises seven Schools (Communication & Arts; Education; Historical & Philosophical Inquiry; Languages & Cultures; Music; Political Science & International Studies; Social Science), two research Institutes (Institute for Social Science Research; Institute for Advanced Studies in the Humanities), two museums (Anthropology Museum and the RD Milns Antiquities Museum), a new Faculty Centre for Policy Futures, and several school-based research centres. The Faculty is also host to the Institute for Modern Languages and the Confucius Institute. The Faculty offers a broad range of programs to a large cohort of international and domestic students, with 850 research higher degree students, approximately 1,500 students in postgraduate coursework degrees and close to 8,000 undergraduates.

There are over 300 academic staff across the Faculty, making it one of the largest in Australia. One indicator of the Faculty’s standing in the disciplines that we research is membership in the learned academies, where UQ can proudly claim 33 members of the Australian Academy of the Humanities and 50 members of the Academy of Social Sciences in Australia.

Teaching in the Faculty is underpinned by substantial research performance and several specialized fields of research were judged at the highest level (5 ranking) in the 2015 Excellence in Research Australia (ERA) round. These fields include Specialist Studies in Education; Political Science; Cultural Studies; Literary Studies; History and Philosophy of Specific Fields. Overall, HASS returned outputs to 21 disciplinary field codes, where 90% were rated above (4 ranking) or well above world standard (5 ranking). This is indicative of high quality and capacity in research.

These research achievements internationally are reflected in the 2017 Leiden rankings (based on impact, not reputation), where the Humanities and Social Sciences at UQ ranks 16th in the world on the quantum of publications in ranked journals, placing us first in Australia and in the Oceania region (for the full data-set see http://www.leidenranking.com).

The quality of our overall Faculty’s performance is also evident in the QS World University Rankings for 2017 which places Social Sciences/Management at UQ at 39th in the world, and Humanities at 50th in the world. This data can be accessed at: http://www.topuniversities.com/faculty-rankings.

More information about the Faculty can be accessed at http://www.hass.uq.edu.au/.
The School of Social Science – comprising the disciplines of anthropology, archaeology, criminology and sociology - is one of the largest Schools of its type in Australia with over 45 academic staff, 12 professional staff, and around 900 equivalent full-time students including 100 higher degree students. At the undergraduate level, the School manages the Bachelor of Social Science, the Bachelor of Criminology and Criminal Justice (Honours) and also offers majors in each discipline within the Bachelor of Arts, along with an archaeological science major in the Bachelor of Science. The School manages postgraduate coursework programs in Development Practice, Community Development, Museum Studies, and Heritage Management.

The School houses and operates the Anthropology Museum, the Archaeology Teaching & Research Centre (ATARC), and specialised archaeology laboratories. It also has a commercial consultancy arm, the UQ Culture and Heritage Unit (UQCHU).

Information about the School may be accessed on the School’s web site at http://www.social-science.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

To support the Team Leader, Student Engagement and Administration, in the management of the School’s student engagement and administration functions. The position advises students and provides support and advice to the team leader and academics on student and academic administration for undergraduate and honours programs, and is responsible for the coordination of the School’s website.

Duties

Duties and responsibilities include, but are not limited to:

Student Administration

- Provide accurate and timely advice to students and prospective students on undergraduate, postgraduate coursework and honours programs offered by the School by responding comprehensively to telephone, email and counter enquiries.
- Liaise with Faculty student advisors in relation to student matters as required.
- Process requests for incoming cross-institutional and Study Abroad applications within the School through referral to the appropriate course coordinator, and follow up response to the appropriate department.
- Administer the School’s undergraduate and postgraduate prizes and scholarships, which can include notifying timelines to relevant staff and students, identifying recipients through UQ Reportal reports to meet award criteria, and event organization.

Academic Administration
- Administrator role for ECP (Electronic Course Profile) System, providing direction as required to the Student Admin Assistant and/or academics who use the system, and ensuring that ECP information is complete and administratively correct.
- Provide secretariat support for the Management Committees for the Bachelor of Social Science, and Bachelor of Criminology and Criminal Justice (Honours) programs.
- Provide support to the School’s BA Major Convenors and Program Directors of the two undergraduate programs managed by the School: BSocSc and BCCJ (Hons).
- Provide administrative support for the School’s honours programs, including processing of online applications, liaising with thesis examiners, supervisors and students.
- Assist the Team Leader with timetabling.

**Engagement**

- Coordinate the development, design and maintenance of the School’s web pages. Liaise with the School Manager regarding the strategic direction for the website, and with other staff for input in web content.
- Arrange presentation ceremonies for prizes and scholarships with invited guests, observing University protocols with relevant publicity.
- Organise the BSocSc Poster Showcase event, liaising with the course coordinator as required.
- Contribute to the work of the team in organising student events and activities, eg Orientation Week, as directed by the Team Leader.

**Other**

- Provide back-up support for other positions when other staff in the team are absent or for workload reasons, as coordinated by the Team Leader.

- Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:
  - 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 Team Leader, Student Engagement and Administration. The School Manager leads the professional staff team.
SELECTION CRITERIA

Essential

- Completion of an undergraduate degree; completion of an advanced diploma and at least 1 years subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Knowledge and understanding of the University’s student and academic administration policies and procedures or a demonstrated capacity to rapidly acquire this knowledge.
- The ability to rapidly gain the local knowledge of courses and programs offered by the School.
- Demonstrated high-level website maintenance and design skills and the ability to coordinate the website contributions of others. Experience in using the Drupal platform would be advantageous.
- High level written communication and interpersonal skills, including the ability to liaise with staff across the school and in other areas of the University, as well as with students and the wider community.
- Proficiency in desktop computing (Microsoft Office suite) and a practical understanding of corporate information systems, particularly in relation to maintaining and extracting data.
- Demonstrated competence in the conduct of administrative work, including high level organisational skills with the ability to set own priorities, monitor work progress, meet deadlines and initiate follow-up action.
- Ability to use sound judgement and initiative in non-routine situations and be adaptable to change.
- Professionalism, enthusiasm, and demonstrated ability to deal effectively with a diverse range of tasks with competing priorities in a busy environment, working as part of a team.

Desirable

- Experience in student administration in a University.
- Experience in using the University’s Student Information System (mySI-net), Business Objects reporting tool, and Electronic Course Profile (ECP) system. Familiarity with the timetable system (Syllabus Plus) would also be advantageous.

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.

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