POSITION DESCRIPTION

Position Title: Administrative Assistant (Rotational)
Organisation Unit: Academic Services Division
Position Number: 3000195
Type of Employment: Continuing full-time
Classification: Broadband HEW Level 4/5 (this position may be filled at either a HEW level 4 or HEW level 5 depending on the qualifications and experience of the applicant)

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 Academic Services Division consists of the Office of the Academic Registrar and the Directorates of Student Administration and Academic Administration. The Directorates provide high quality administrative and professional services in support of the University’s student and academic activities, and contributes also to policy development.

Sections within Student Administration include:

- **Admissions** - administers the University’s Admission Rules for the admission of undergraduate applications through QTAC, responds to prospective student enquiries concerning University programs and admissions requirements etc. and involvement in the production of the QTAC Guide and other QTAC publications as well as the University’s undergraduate prospectus, Summer Semester Program guides and other publications.
- **Student Centres** - located on the St Lucia, Gatton and Herston campuses and provide a “one stop shop” for face to face and online student enquiries across a broad range of enrolment related activities, and coordinates the University’s Orientation programs.
- **Examinations** – provides centralised services and support to ensure consistent and high quality conduct of examinations across all campuses of the University, as well as the efficient utilisation of resources; contributes to the development of assessment policy.
- **Student Fees and Scholarships** – provides a high quality student fee and scholarships service, including administration of the University’s fees scheme and Senate approved financial awards (scholarships, bursaries and prizes) in accordance with relevant legislation and University’s rules and policies; and provision of specialist advice and expertise for publications, policies and systems development.
- **Student Progression** – coordinates conferrals and graduation ceremonies; manage the process for academically at-risk students in accordance with the Enrolment and Academic Progression rules; provide advice and support for student enrolment.
- **Student Systems Projects** – responsible for the coordination and implementation of approved major projects and enhancements to the student information system.

Academic Administration Directorate provides administrative support for teaching and learning activities through a range of services that support academic decision-making processes, information provision and dissemination. It encompasses the following units:

- **Academic Policy and Programs** – provides administrative support for teaching and learning activities through a range of services that support academic decision-making processes, information provision and dissemination.
- **Student Complaints and Grievance Resolution** – provides:
  - A focal point for managing student complaints and grievance resolution by coordinating the responses of decision makers who are both internal and external to the University; and
- Administrative support for the conduct of the student discipline and misconduct processes.

- **Teaching Space Management** – provides administrative support for the effective management of centrally controlled teaching facilities and coordinates the production and publication of the class timetable.

**Faculties**

Faculty Academic Offices provide services to both students and Schools of the University to ensure the smooth progression of students through their programs. The faculty rotational positions will be involved in student administrative activities including admission, enrolment, examination and graduations and academic activities including timetabling and assistance with program development and publication preparation.

Information about the Faculty and the School may be accessed on the Faculty’s web site at [http://www.uq.edu.au/asd](http://www.uq.edu.au/asd)

**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**

The primary purpose of the position is to provide administrative support to key areas in student and academic administration and faculties. The appointee will rotate through a number of areas in accordance with a defined, but flexible, schedule intended to provide broad-based experience across student and academic administration. Each rotation is usually of six months’ duration. Training will be provided to enable the attainment of an appropriate level of knowledge, experience and skills in each of the areas.

Areas currently participating in the rotational scheme are:
Student Fees and Scholarships; Student Centre; Examinations; Admissions; Student Progression; Academic Policy and Programs; Teaching Space Management; Academic Administration; Faculty of Health and Behavioural Sciences; Faculty of Engineering, Architecture and Information Technology; Faculty of Medicine.

**Duties**

Duties and responsibilities include, but are not limited to:

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<td>- Provide quality administrative support to various teams in Student and Academic Administration and faculties.</td>
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<td>- Provide high quality service to the various customers of Student and Academic Administration and faculties</td>
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<td>- Perform specified tasks across the</td>
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range of areas in Student and Academic Administration and faculties which may include:

- gain an understanding of university rules and policies relevant to each area;
- answer basic student queries on a range of issues relevant to each area;
- provide advice and assistance to students;
- Assist with the preparation of materials for publications, mailings, examinations, etc.;
- process applications for a variety of student related requests;
- assisting with the preparation of agendas and minutes;
- attending University marketing and information events as required;
- using various IT systems as SI-net, Business Objects, Microsoft Office;
- liaising with academic and administrative colleagues across the University.

Organisational Relationships

Administration for placement in Student Administration and to the Director, Academic Administration for placement in Academic Administration. Day to day supervision and recognition and development interviews will be undertaken by the relevant section manager/coordinator.

Training Program

Successful applicants will undergo job training that covers the following key areas:

- Undertake structured training to –
  - Acquire on-the-job detailed understanding of the complex organisational structure of the University environment;
  - Achieve on-the-job high level competence in administering procedures in student and academic administration in areas referred to above; and
  - Achieve on-the-job high level expertise in the application of relevant University rules and policies relating to student and academic administration.
- Attend relevant courses and seminars including advanced training in the Microsoft suite of programs.
- Undertake relevant Business Objects training and learn to apply this knowledge in student and academic administration.
- Attend SI-net training (PeopleSoft student system) in relevant modules as required.
- Attend relevant University continuing education courses (e.g. Understanding Equity and Diversity, Customer Service, Writing at Work, Financial Procedures).
- Undertake training in committee secretariat practices.
- Undertake training in the University’s Records Management requirements.
### SELECTION CRITERIA

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<td>Completion of an associate diploma level qualification with relevant work-related experience or an equivalent combination of relevant experience and/or education/training.</td>
<td>Completion of a degree or completion of an associate diploma with at least 2 years subsequent experience; or an equivalent combination of relevant experience and/or education/training.</td>
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<td>Demonstrated computer skills, in particular the Microsoft suite of applications for word processing, presentations, spreadsheets, email, internet and other clerical and administrative activities</td>
<td>Knowledge of and ability to use the University's corporate computing systems (in particular the student information system), other internal databases, the internet, and other sources of information (electronic and manual) or demonstrated ability to gain and apply such knowledge within a short timeframe.</td>
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<td>Broad understanding of the university environment.</td>
<td>A detailed understanding of the University's policies and procedures in relation to student and academic administration.</td>
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<td>Ability to develop, interpret and apply policies, procedures and systems in relation to the various areas of student and academic administration</td>
<td>Demonstrated skills in interpreting and applying policies, procedures and systems in relation to the various areas of student and academic administration</td>
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<td>Familiarity with University rules related to enrolments, admission, exclusions and the General Award Rules.</td>
<td>Well-developed understanding and the ability to apply rules in complex situations.</td>
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<td>Excellent oral and written communication skills.</td>
<td>Demonstrated oral and written communication and interpersonal skills of a high order.</td>
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<td>Well-developed organisational skills and ability to meet deadlines and prioritise competing work demands.</td>
<td>High-level organisational skills and ability to show initiative and use problem-solving skills.</td>
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<td>Effective liaison skills</td>
<td>Ability to liaise effectively with academic and administrative areas within the University and external organisations.</td>
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<td>Demonstrated accuracy and attention to detail.</td>
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<td>Ability to work as part of a team</td>
<td>Demonstrated ability to exercise good judgement and to work in a flexible team environment in accordance with established guidelines.</td>
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<td>Commitment to high quality client service.</td>
<td>Demonstrated commitment to exceptional quality customer service.</td>
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<td>Ability to adapt to change and changing work practices.</td>
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<td>Ability to maintain confidentiality</td>
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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.