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.

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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 Academic Services Division has primary responsibility for the delivery of student focused administrative functions and contributes to student-related policy development. The Academic Services Division (ASD) 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 academic activities.

Sections within Student Administration include:

**Student Centres** - Student Centres are located on the St Lucia, Gatton and Herston campuses and provide a one stop shop for face to face student enquiries across a broad range of University activities, coordinate the University's Orientation programs and the production of student ID cards;

**Examinations** – manage all aspects of the centrally coordinated examinations process and contribute to the development of assessment policy;

**Admissions** – administer the University’s Admission Rules for the admission of undergraduate applicants through the Queensland Tertiary Admissions Centre (QTAC), respond to prospective student enquiries concerning University programs, admissions requirements etc. and are involved in the production of the QTAC Guide and Entry Options;

**Student Progression** – coordinate 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 Fees and Scholarships** – provides a centralised student fee and scholarship service, including administration of approved student fees and the University's Senate approved financial awards (scholarships, bursaries and prizes) and provision of student fees and scholarships advice to clients and for policies, systems and publications;

**Student Systems’ Projects** – is responsible for the coordination and implementation of approved major projects and enhancements to the student information system.

Information about the Faculty and the School may be accessed on the Faculty’s web site at 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

On occasion, staff may be required to work outside standard business hours. Recreation leave must be arranged around peak periods.
DUTY STATEMENT

Primary Purpose of Position

The primary purpose of this position is to provide high quality client focused administrative services to support the University’s academic activities in a busy centralised service area.

Duties

Duties and responsibilities include, but are not limited to:

Administration

- Provide information and advice on a range of administrative matters to students, prospective students, staff and the general public by telephone, face-to-face, email and online enquiries.
- Process routine requests, documentation and outward bound communications relating to students’ progress within the learning environment such as admission, enrolment, payment of fees and charges, scholarships, academic progression, assessment, honours and awards, and graduation.
- Provide relevant information and recommendations to decision makers in relation to student matters in accordance with University rules, policies, procedures and relevant legislation.
- Assist with the development and implementation of standard operating procedures related to student and academic administration.
- Liaise with staff in Schools, Faculties and other organizational units, and external stakeholders, on specific student matters.
- Assist with planning and participate in events such as Open Days and Orientation as required.
- Assist with student enrolment surveillance and government and regulatory reporting processes.
- Assist with processes for reviewing and managing the accuracy of information in relevant University databases, websites and publications.
- Assist with internal, government and regulatory reporting, quality assurance and risk management processes as required.
- Provide secretariat support to committees and working groups as required.

Other

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 manager of the relevant sections, with day to day supervision and training provided by team leader(s).

SELECTION CRITERIA

Essential

- Qualifications: a Bachelor degree; or completion of an Advanced Diploma qualification and at least two years subsequent relevant work experience; or completion of a Certificate IV and extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.

- Strong organisational skills, and demonstrated ability to prioritise own workload, meet deadlines and work with a high level of accuracy and attention to detail and in accordance with policies and procedures.

- Demonstrated oral and written communication skills and digital literacy skills.

- Well-developed interpersonal skills, including the ability to communicate effectively, handle sensitive and confidential matters, negotiate effective outcomes and work effectively as a member of a team, or an ability to acquire such knowledge.

- High level of computer proficiency (competency at intermediate level at least) with software packages such as Microsoft Office (particularly Microsoft Excel and Word).

- A strong orientation to the provision of a high level of customer service in a high-volume environment.

- Strong problem solving skills, demonstrated initiative, agility and openness to change.

- Ability to understand and apply a range of rules, policies and processes with regard to the regulatory and legislative context.

Desirable

- Relevant experience in student administration in a higher education institution or similar environment.

- Sound understanding of University rules, policies and procedures and experience with using enterprise systems.

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.