POSITION DESCRIPTION

Position Title: Student Services Administration Officer
Organisation Unit: School of Biomedical Sciences
Position Number: 1075981
Type of Employment: Full-time, continuing
Classification: HEW 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 (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 $11 billion+ (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.

Faculty of Medicine

The University of Queensland’s Faculty of Medicine is an internationally recognised provider of world-class education and research. The research-intensive Faculty has a gross budget of almost $300 million, employs approximately 1000 continuing and fixed-term staff (headcount), has a community of more than 4000 non-salaried academic appointees and around 3200 students (headcount).

The Faculty of Medicine offers Australia’s largest medical degree program for graduates and school-leavers. Undergraduate and postgraduate programs are available in the disciplines of Medicine, Health Sciences, E-Health, Mental Health, Biomedical Sciences and Public Health.

The Faculty possesses enormous strengths spanning research, teaching, industry engagement and clinical practice in disciplines ranging from the basic sciences, biomedical research and development, to clinical trials and public health. Research projects within the Faculty have already led to discoveries with far-reaching social and economic impacts, including the revolutionary Gardasil (TM) vaccine for cervical cancer (Professor Ian Frazer) and a drug discovery EMA401 (Professor Maree Smith), a first-in-class oral treatment for chronic pain which through Spinafex Pharmaceuticals led to Australia’s largest biotechnology commercialisation deal. Faculty staff include three highly cited authors, one Fellow of the Royal Society (FRS), three Fellows of the Australian Academy of Science (FAA) and 12 Fellows of the Academy of Health and Medical Sciences (AAHMS). The Faculty is a core member of Brisbane Diamantina Health Partners, the Brisbane-wide academic health science system.

Educational offerings in biomedical sciences, medicine and public health are informed and supported by research activity across a range of fundamental and clinical areas of importance including recognised strengths in cancer, skin diseases, brain and mental health, maternal and child health and genomics. Cutting-edge facilities such as the Herston Imaging Research Facility (HIRF), the UQ Centre for Clinical Research (UQCCR), our laboratories in the Translational Research Institute (TRI) and the new Centre for Children's Health Research (CCHR) enable outstanding research outcomes and sharpen our understanding of cancer, autoimmunity, mental disorders, infectious diseases and neurological disease. Further details are available at www.medicine.uq.edu.au.

School of Biomedical Sciences

The University of Queensland School of Biomedical Sciences is a distinguished centre for teaching and research in the academic disciplines of Anatomy, Developmental Biology, Physiology, Pharmacology and Pathology. The School has more than 40 full-time research and teaching staff and is one of the largest Schools of its type in Australia. It has links to other prestigious research centres on the St Lucia campus including the Queensland Brain Institute (QBI), the Institute of Molecular Bioscience (IMB) and the Australian Institute for Bioengineering and Nanotechnology (AIBN). Our diverse research provides an exciting environment for national and international research fellows and higher degree students. It is concerned with advancing the understanding of how cellular mechanisms contribute to the function of the human body in health and disease. Details of the research interests of
In addition to its graduate research programs, the School teaches undergraduate students in Science, Medicine, and Health Sciences.

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 efficient operation of the School’s teaching programs including honours, to ensure a highly positive public image for the school and the continuous growth in management of the School’s Teaching Program. The role further supports the provision of high quality face to face, telephone and electronic customer service, and providing friendly, helpful, accurate and informative advice and services to clients of the School.

Duties

Duties and responsibilities include, but are not limited to:

Assessment Administration

- Administration of semester course start up files and assessment setup in the School's results recording system(s) to provide intuitive use
- Creation of roster of assessment dates, process deadlines for staff; and follow up to ensure timely provision of information to students
- Administration of all aspects of the procedures in relation to collection, processing and release of results for the school’s intra-semester assessment
- Distribution of assessment items to markers, receipt of marked assessment, data entry integrity and upload into the School's marks and results recording system(s) compliant with both university and School policies.
- Review and completion of outstanding results prior to end of semester processing periods
- Trouble shooting and provision of advice to course coordinators on reporting issues.

Examination Administration

- Direct the requirements for school based exams; including rooms bookings, multiple-choice question sheets, class lists and printed examination papers for School based exams
- Coordination of all administrative activities to support the efficiency of the examination process for the School
- Populate and produce end of semester examination marking sheets and master results files for all courses and processing of marks within the University and School procedures
- Provide Course Coordinators with summary of student results for decision of required supplementary assessment and consequential advice to student.
Student Services Administration

- Contribute to the effective coordination of the School’s timetable for three semesters; including data entry, under the guidance of the Student Services Team Leader
- eLearning administration, guidance and standardisation
- Coordination of the end of semester processes to finalise end of semester results, and delivery of final marks to students following results release
- Apply a sound general knowledge of student administration and develop specific knowledge of the policies and procedures as they pertain to the School’s teaching responsibilities
- Contribute to the creation, implementation, adherence and maintenance of support procedures related to student and academic administration. Actively participate in the upgrade of processes within Student Services to ensure high quality standards are met
- Provide ongoing systems support and training for the School’s academic and professional staff as required
- Provide accurate advice to students as it pertains to their studies with the School
- Provide support for other positions during absences; back up and support as a member of the Student Services Team
- Any other duties as reasonably directed by your supervisor.

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 Student Services Team Leader.
SELECTION CRITERIA

**Essential**
- Qualifications: a Bachelor degree or an equivalent combination of relevant experience and/or education/training
- Knowledge of university policies and procedures as they relate to student and academic administration and the ability to interpret them, or the ability to quickly acquire such knowledge
- Demonstrated commitment to and enthusiasm for the provision of excellent client service
- High level of computer proficiency with experience in the use of a wide range of computer applications in a network environment
- High level organisational and analytical skills with the ability to prioritise workload and meet deadlines. The ability to manage high volume workload with competing priorities in peak periods
- A strong orientation to providing outstanding customer service
- Excellent interpersonal skills including the ability to communicate effectively with clients by telephone, email and in person
- Ability to exercise initiative, confidentiality and judgment
- Ability to work both independently and as an active member of a team, with a flexible approach to work.

**Desirable**
- Relevant experience in student and/or academic administration in a higher education institution or similar environment.
- Experience with using UQ’s corporate student and academic administration applications, such as SI-net.

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.