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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. In 2013, UQ attracted more Australian Research Council funding than any other Australian university or research body.

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 Australian Teaching and Learning Council Awards for Teaching Excellence 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, and a founding member of Universitas 21, an international consortium of leading research-intensive universities. UQ is also the largest university in Queensland.

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 215,000-plus alumni. The University has more than 7,000 academic and professional staff and a $1.6 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.

POSITION DESCRIPTION

Position Title: Warehouse Coordinator
Organisation Unit: Information Technology Services
Classification: Hew Level 4
Position Number: 3034322
Type of Employment: Continuing, full-time

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Organisational Environment

The Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University’s reputation, in line with our values of Service, Team, Accountability and Results. It comprises three major sections located across the University’s campuses: Academic Services, Enterprise Support and University Networks. Also located within ITS is the internationally recognised network security group, AusCERT, which provides internet security services throughout Australia and New Zealand. ITS manages core networks not only for the whole of The University of Queensland but also works with other Queensland universities to manage access to the national university network (AARNet). ITS also operates Supercomputers and many of the University’s largest servers.

For further information visit our website www.its.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

The position is responsible for ensuring the effective maintenance of the warehouse space for the University’s physical records. In addition, the position works as part of a coordinated Records Management Services team, performing a variety of records management activities, including providing a customer-focused file retrieval service.

This position is required to undertake physical tasks including:
- Moving boxes with trolleys between buildings;
- Manual filing and box handling (not in excess of 25 kg) to shoulder height;
- Delivery and collection of files and documents.

Duties

Duties and responsibilities include, but are not limited to:

- Effectively manage the transfer of records to and from the Warehouse environment, liaising with clients to ensure guidelines on the use of appropriate packaging and loading of boxes are met.
- Maintain the Warehouse environment to allow for ease of storage and retrieval, including maintaining consistent labelling of bays.
- Conduct regular audits of the collection to ensure appropriate management of University records.
- Scan and register hard copy documents and emails using the University’s electronic records management system.
- Undertake repackaging and description of legacy files.
- Classify and create files/documents using a Business Classification Scheme (BCS).
- Manage the sentencing, appraisal and disposal of files, including, but not limited to
  - assigning paperwork to retention boxes
- sentencing and disposal of files using current retention schedules
- preparation and actioning of records disposal approvals

- Provide professional client service, including responding to complex requests using a variety of communication methods.
- Work with individual clients to advise and train them in document registration and effective record-keeping procedures as documented by the University.
- Participate in regular audit and compliance activities, including monitoring compliance of registrations against metadata standards through quality assurance reports and documenting statistics.
- Contribute to the development, implementation and evaluation of procedures within the Records and Archives Management Services team.
- Undertake projects independently.
- Maintain skills and knowledge by attending professional development opportunities.
- An employee may be required to carry out other duties within the scope of the classification and within the limits of their skill, competence and training, including covering staff absences.

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

Some positions may require the incumbents to work rotating shifts with appropriate allowances, or on a rotating roster not involving shift work as such. Some positions may require the incumbent to be available on-call outside of working hours, subject to payment of the prescribed allowance and overtime penalties if necessary. While staff will have a campus nominated as their principal campus, they may be required to work at any University Campus subject to the Travel and Transfer Policy (http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations).
Organisational Relationships

The position reports to the Manager, Records Management Services, and is not required to supervise any other staff.

SELECTION CRITERIA

**Essential**

- Qualifications and training equivalent to a diploma level qualification in records management or related field; or an equivalent combination of relevant experience and/or education/training.
- Previous experience in a records management environment, including the ability to classify files and documents concisely and accurately using a BCS.
- Ability to analyse documents and determine the administrative activity occurring.
- Demonstrated ability to organise work and prioritise tasks.
- Demonstrated ability to review and enhance processes to ensure best practice outcomes.
- Thorough understanding, or the ability to quickly acquire such understanding, of records management policies, procedures and systems.
- High levels of accuracy and attention to detail.
- Ability to work effectively as part of a team, including the ability to collaborate with colleagues and senior staff to achieve positive outcomes.
- Demonstrated high level oral and written communication skills and strong interpersonal skills.
- Demonstrated ability to exercise discretion, courtesy, judgement and maintain confidentiality.
- Demonstrated ability to provide high level customer service.
- Willingness and capacity to undertake physical activities.
- Demonstrated flexibility to adapt work practices in a changing environment.

**Desirable**

- Awareness of the University’s organisational structure
- Experience using computerised records management software (RM preferred)

The University of Queensland is committed to equity, diversity and inclusion.