POSITION DESCRIPTION

Position Title: Administrative Officer
Organisation Unit: UQ International
Position Number: 1271543
Type of Employment: Full-time, Continuing
Classification: Hew Level 4

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

Organisational Environment

UQ's Global Strategy is embedded in the UQ Strategic Plan across discovery, engagement and learning. Our successful global profile is the result of forging strategic partnerships with people and organisations across industry, government, sponsorship, philanthropy, alumni, higher education and research. In support of the University's Global Strategy, the major functions of UQ International are:

- Identification and development of strategic international initiatives
- Developing and managing key global engagement priorities
- International marketing and promotion, including student recruitment
- International student admissions

Internal and External Contacts:

The Admission Officer position is one of a team of 18 Admission Officers based in the International Admissions Section within UQ International. All team members report to the Coordinator (Assessments).

Each Admission Officer is required to develop and maintain effective and supportive relationships with the following range of internal and external groups in undertaking the assessment of international student applications:

**Internal**

- Other sections within UQ International
- Faculties and Research Institutes
- UQ-ICTE

**External**

- International applicants
- Agents
- IES (the University's Foundation Program provider)
- QTAC

In addition, each Admission Officer will take a lead role in coordinating communication and liaison with and case managing admission issues for key internal stakeholders.

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

To provide administrative support to the International Admissions Section, particularly in relation to supporting the activities of the Admissions Assessment Team.

Duties and responsibilities include, but are not limited to:

Client Service

- Providing advice and assistance to students and/or clients that is timely, accurate, and up-to-date, referring enquiries as appropriate;
- Provide high-quality, client-focused reception services, including answering email, telephone and face-to-face enquiries from a diverse client group;
- Accurate and timely processing of email enquiries received from internal and external clients of UQ International;

Finance and Systems

- Accurate and timely processing of application fees and tuition deposits, in accordance with finance procedures and regulations and IAS business practices;
- Using various IT systems such as SI-net, Online Applications, CRM, Web-draw, One-stop Finance and Microsoft Office;
- Generating and maintaining pre-formatted and ad hoc reports, assessing and disseminating information as required;
- Liaise with FBS, ICTE and Fees for financial reporting and payments of application fees and tuition deposits.
- Process and allocate tuition and application fees through credit card and bank cheques;
- Drafting correspondence for management with regards to refunds;

Data Entry / Administration

- Provide high quality administrative support to the Admissions team;
- Accurate and timely data entry of international student applications, in accordance with IAS business practices;
- Liaising with SI-net Support representatives in order to ensure data integrity and improve business processes;
- Timely dispatch, receipt and distribution of UQ International mail, in accordance with IAS procedures;
- Performance of other administrative duties as required;
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 directly to the Coordinator, Admission Systems & Training (International Admissions).
SELECTION CRITERIA

Qualifications and Experience

Essential
- Completion of a diploma level qualification with relevant work related experience, or
- An equivalent combination of relevant experience and education/training.

Desirable
- A minimum of one year’s administrative experience at UQ or in a similar higher education or admissions environment of another large organisation,
- Understanding and experience of administrative processes.

Knowledge and Skills

Essential
- Strong customer service skills including experience resolving complex queries in a busy reception environment;
- Knowledge of University policies, procedures, organisation structures and functions, or capacity to rapidly gain such knowledge;
- Strong writing skills, including experience in providing written responses to customer enquiries;
- Minimum typing speed of 60 words per minute with a high level of accuracy.
- A high level of computer literacy and keyboard skills, including ability to use email, internet and Microsoft Office suite of programs;
- Flexibility and adaptability to handle competing work demands;
- Good organisational skills and the ability to take initiative and prioritise tasks to ensure deadlines are met, whilst demonstrating accuracy and strong attention to detail.

Desirable
- Competency in the use of the Peoplesoft/SI-net database.

Personal Qualities

Essential
- High level interpersonal skills, including the ability to communicate and negotiate with people from diverse cultural backgrounds;
- Demonstrated ability to work autonomously, as well as the ability to work as part of a team.

The University of Queensland is an equal opportunity employer.