POSITION DESCRIPTION

Position Title: Postgraduate Student Liaison Officer
Organisation Unit: UQ Business School
Position Number: 3026329
Type of Employment: Full time, fixed-term
Classification: Hew Level 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 (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 UQ Business School is located on the St Lucia campus with a staff of approximately 158 academic staff; 180 equivalent tutors and 73 professional staff. The School leases space in the Brisbane central business district in Central Plaza 1 where it offers core MBA courses and provides executive education and function facilities.

The School has seven main areas of academic strength represented by discipline clusters – accounting and accountability; business information systems; finance; management; marketing; strategy; and tourism with an associate professor reporting to the Head of School leading each cluster. Currently, the School has over 8,390 students enrolled in its programs: 6,201 at undergraduate level; 2,035 at postgraduate coursework level; and around 160 in research higher degree programs. Approximately one-third of the student body are international students, mostly from the Asia-Pacific region.

The School’s mission is to achieve national and international recognition as being among the best research intensive business schools in the Asia-Pacific region. The School carries AACSB International and EQUIS accreditation – the first school in Australia to receive AACSB and EQUIS accreditation across the full range of programs. The School also carries UNWTO accreditation and is the only School in Australia to hold such accreditation. The School enjoys strong research links with leading international research schools.

Information about the Faculty and the School may be accessed on the Faculty’s web site at http://www.uq.edu.au/faculty-school.

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 assess applications from prospective students, both domestic and international, for entry into the School’s postgraduate programs; and to advise students on program rules and course selection.

Duties

Duties and responsibilities include, but are not limited to:

Application Processing

- Respond appropriately to verbal and written application queries from prospective postgraduate students, seeking advice as necessary from other members/units of staff within the University;
• Ensure timely and accurate processing of applications through all stages within the School, keeping applicants informed of progress;
• Liaise with School staff, Associate Dean (Academic) and relevant Program Directors to ensure prompt and efficient processing of queries relating to previous study completed by applicants (eg. credit/exemption);
• Assess and process credit/exemption applications;
• Update credit database following assessment;
• Record details of applications, approved credit and exemptions on SI-Net;
• Record and maintain application details and continuing student details on SI-Net; and
• Assist in the development, updating and implementation of the School’s student administration procedures on an on-going basis in consultation with the Coordinator, Postgraduate Student Liaison Officers.

Postgraduate Student Advising
• Provide accurate and timely advice to answer queries from current and prospective students by phone, email and appointment;
• Advise students of appropriate study plans through interpretation and application of degree rules, referring as necessary, to the Coordinator, Postgraduate Student Liaison Officers;
• Respond to matters affecting student welfare and/or academic difficulties as notified by either staff or students;
• Liaise with central Academic Administration to assist students with queries regarding enrolment, examinations, fees and graduations;
• Process and record enrolment details on SI-Net for non-award, cross-institutional and study abroad enrolments (including credit assessments);
• Conduct appointments with, and provide advice to students who receive an intervention strategy and/or show cause learning agreement, and record the details on SI-net;
• Process requests for program changes, deferment, addition and withdrawal of courses on SI-Net;
• Attend and participate in marketing events such as TSXPO, UQ Open Day and postgraduate careers fairs;
• Assess students for graduation and liaise with relevant sections;
• Liaise with UQ International to assure efficient processing of international student applications (including plan approvals); and
• Maintain student records in SI-Net and student files in the School’s filing system.

Academic Orientation Organisation
• Assist with the organisation of and participate in the conduct of academic orientation sessions for students at commencement of semesters one and two (including any school specific cohort intakes); and
• Assist as required at the School’s postgraduate information evenings (and other postgraduate related events).

General
• Undertake other duties as directed by the Student Administration Manager;
• Undertake other duties as directed by the Head of School; and
• Serve as a member on selection committees for appointments up to the equivalent classification level.
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 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 Assistant Manager, Student Administration.
SELECTION CRITERIA

Essential

- A bachelor's degree in a relevant area or an equivalent combination of relevant experience and/or education/training;
- A minimum of two years administration experience, preferably within student administration, within the tertiary sector;
- A broad knowledge of the University's policies and procedures, particularly in relation to student matters;
- Knowledge of University student computer systems e.g. SI-Net, SITS:Vision and UQ Reportal, or the ability to rapidly gain such knowledge;
- Well-developed skills in the use of computer packages for word-processing, data storage and retrieval, e-mail, spreadsheets, World Wide Web and other administrative activities;
- High-level written and effective interpersonal and oral communication skills;
- A strong orientation to the provision of a high level of customer service; and
- An empathy and ability to communicate with students, including those with disabilities and from diverse cultural backgrounds.

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_recr uiment@uq.edu.au

Applications are also encouraged from women.

This role is a full-time position; however flexible working arrangements may be negotiated.