POSITION DESCRIPTION

Position Title: Manager, Academic Programs and Student Support
Organisation Unit: T C Beirne School of Law
Position Number: 1273891
Type of Employment: Full-time, Fixed Term 6 months
Classification: Hew Level 7

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 $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 TC Beirne School of Law is the oldest and most prestigious law school in Queensland. It is also one of Australia's leading research-intensive law schools.

The School is forward-looking and innovative, dedicated to excellence in the creation and dissemination of legal knowledge, the education of outstanding, socially responsible lawyers who will serve as leaders in their fields, and the improvement of the law and legal institutions through research, teaching and engagement with our national and international communities.

The School’s academic staff is supplemented by a number of adjunct Professors drawn from the senior ranks of legal practitioners, public company directors and the public sector enhancing the teaching and research resources of the School.

Information about the School may be accessed on the School’s web site at http://www.law.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 Manager Academic Programs and Student Support is responsible for the efficient management of the School's academic and student administration team and processes to enhance the School's ability to meet its key objectives in the areas of teaching and learning.

Duties

Duties and responsibilities include, but are not limited to:

- Manage the academic programs and student support team within the School, including performance and workload management, staff training and undertaking annual performance appraisals.
- Compile and contribute to the development of academic program submissions for approval by Faculty and University committees liaising with the Faculty’s Academic Administration Manager and Academic Administration Officers as appropriate.
- Contribute to the review of programs and courses including undertaking research, collating relevant information and preparing statistical and other trend data reports.
• Manage processes for, and contribute to updating of School program and course information in relevant University databases and corporate publications, including the School website, ensuring a high level of accuracy.
• Assist with planning and implementing the School's course offerings.
• Contribute to the development and review of School policies and procedures relating to coursework program and student administration and refer appropriate material to the relevant staff member for publishing on the School Intranet/Internet.
• Maintain and manage information systems to record academic decisions and processes that relate to coursework students and programs.
• Represent the School at student recruitment events and participate in School activities as required.
• Coordinate the preparation of reports on a wide range of student information and statistics, benchmarking studies and quality indicators. This includes retrieving and collating data from corporate systems and other internal and external information sources, analysing and interpreting data and presenting information in appropriate formats.
• Act as Secretary to the School Teaching and Learning Committee and provide administrative support to this Committee and associated working parties. Advise the Chair of School Teaching and Learning Committee on student matters, policy and administrative requirements and any changes impacting on the School's academic programs.
• Ensure that the School complies with student administrative requirements of the Educational Services for Overseas Students (ESOS) Act.
• Participate in relevant Faculty and University forums on student and academic program administration. Disseminate information to academic and administrative staff members as appropriate.
• Undertake other duties consistent with the above as may be required from time to time.

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 School’s Deputy Dean Academic, and supervises the Coordinator Academic Programs.
SELECTION CRITERIA

Essential

- Completion of an undergraduate degree, with at least four years subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training.
- Relevant administrative experience in a tertiary education institution or other educational services provider, including a minimum of two years at an intermediate level successfully managing staff to achieve effective outcomes.
- Detailed knowledge of the University’s policies and procedures in relation to student and academic administration, or demonstrated capacity to rapidly acquire this knowledge.
- Experience in using the University’s information systems and reporting tools, or demonstrated capacity to rapidly acquire this knowledge.
- Excellent communication skills with the demonstrated ability to synthesise information and draft detailed reports and submissions.
- Highly developed interpersonal and negotiation skills, including the ability to interact effectively with students and staff and resolve situations involving conflict or grievances.
- High level analytical and problem solving skills, including the ability to perform statistical analyses, explain data trends and develop innovative solutions to problems; and a proven ability to interpret, develop and implement policy relating to student and/or academic administration.
- Excellent organisational skills and the ability to develop, implement and review administrative systems and processes.
- Demonstrated ability to work both independently and as part of a team, managing workloads and multiple projects in an environment characterised by tight and competing deadlines.
- Ability to use sound judgement and initiative in non-routine situations and be adaptable to change.
- A commitment to the provision of quality client service.
- Professional appearance, punctuality, reliability, a high level work ethic and integrity.

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