### POSITION DESCRIPTION

**Position Title:** Administration Officer  
**Organisation Unit:** Moreton Bay Research Station, Faculty of Science  
**Position Number:**  
**Type of Employment:** Full Time, Continuing  
**Classification:** HEW Level 4

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**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

The Faculty of Science is one of the largest Science groupings in Australia, with approximately 1100 (equivalent full-time) staff, and about 7500 (equivalent full-time) students. The Faculty unites the disciplines of agriculture and animals, biomedical and biological sciences, chemistry, earth sciences, food sciences, geography, marine science, maths and physics, planning, the environment and veterinary science.

With strong links between the enabling and applied sciences, UQ researchers and graduates are working on a wide range of ground breaking projects from the molecular characterisation of drug resistant bacteria that affect piglets through to finding better treatments for illness and rehabilitation of the environment.

The units within the Faculty of Science are internationally recognised and their teaching and research successes create a stimulating environment within which the Faculty staff work.

The Faculty is managed by the Executive Dean, who has direct responsibility for the physical, financial and human resources, academic matters relating to programs and students, and a range of other areas such as the development of research, national and international marketing, and enhanced government, business and community links.

Moreton Bay Research Station (MBRS) is located in the township of Dunwich, North Stradbroke Island, and is a valuable field base for course work and research within Moreton Bay. Accessible through MBRS are the diverse marine systems of Queensland, which include coral reefs, rocky shores, mudflats, beaches, salt-marshes, mangroves and seagrasses. The rich life that abounds in the region includes a multitude of invertebrates and fishes, marine turtles, dolphins, dugong and whales. Our main clients include researchers, scientific conference delegates, plus University and senior high school education groups. The station includes: accommodation for 96 researchers and students, two teaching laboratories, four research laboratories, aquarium facilities, mangrove grow-out area, library/computer room and boating and diving equipment. It operates seven days a week, 51 weeks a year.

Information about the Faculty may be accessed on the Faculty’s web site at http://www.uq.edu.au/science.

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 primary purpose of this position is to perform reception, booking and administration duties, including but not limited to the preparation of quotes, processing of deposits and
statement of charges, maintaining administration records, ordering and selling merchandise stock and act as the primary contact for all station enquires.

This role will require you to be rostered ‘on call’ for a reasonable number of hours per week.

**Duties**

Duties and responsibilities include, but are not limited to:

**Operational**
- Process all booking applications, assign accommodation, and address any booking related correspondence in an accurate, timely and professional manner.
- Perform general reception and clerical duties and provide administrative support to the Station Manager.
- Contribute to all areas of the Station's operations as required by the Station Manager to ensure timely and effective support of Station clients.
- Responsible for the Station administrative record keeping and archiving as directed by the Faculty Office and in line with UQ Policies and Procedures.
- Liaise with Station scientific, education, and boating staff, ensuring client information is forwarded as needed in a timely and professional manner.
- Manage the ordering of laundry, inventory of stock and arrange linen for groups on arrival.
- Assist with client inductions including paperwork and record keeping.
- Oversee the bookings system ensuring data is entered correctly.
- Prepare all client financial documents in relation to the client booking (such as quotes, deposits and statement of charges) in an accurate and timely manner.
- Assist with day-to-day purchasing and receiving of goods and services.
- Maintain the petty cash balance and records with appropriate financial approval, prepare the banking and reconciliation paperwork and ensure the integrity and security of any cash as directed by the Faculty Finance Office.
- Liaise with external contractors for bookings of transport and services as required.
- Work with the Station Manager and Faculty Finance Office to ensure suppliers are appropriately paid by forwarding approved invoices to the Faculty Office for processing.

**Customer Service and Quality Assurance**
- Liaise with the clients (teachers, academics, researchers and education coordinators) to ensure that customer objectives are being met.
- Ensure a high level of client focus (internally and externally) with due care and attention to client priority issues and a high level of client service and communications.

**Occupational Health and Safety**
- Ensure that all relevant client and safety information is available during an emergency to perform a head count and provide emergency services with relevant information.
- Perform emergency procedures and drills as directed by the Station Manager.
- Act as First Aid Officer.

**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 Station Manager.

SELECTION CRITERIA

Qualifications

Essential

• Completion of a diploma level qualification with relevant work experience; or completion of a Certificate IV with relevant work experience; or completion of a Certificate III with extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
• Driver’s license with the ability to drive a manual 4WD.
• Must hold or be able to gain quickly a Blue Card (Queensland Children’s Commission clearance to work with Children).
• At least two years’ experience working in an office environment.
• Knowledge of general office, administrative and finance procedures.
• High level of competency in the use of the Microsoft Office suite of programs, particularly Word, Outlook, and Excel.
• Excellent interpersonal skills including the ability to communicate effectively with clients by telephone, email and in person.
• Ability to multitask and to assign priorities appropriately.

Desirable

• Knowledge of University financial and administrative policies and procedures or the ability to rapidly gain such knowledge.
• Knowledge of guest management databases.
• Applied First Aid (HLTAID003), and Applied Advanced Resuscitation (HLTAID007) or the ability to obtain.
• Experience of University systems or ability to rapidly gain knowledge.
• Experience in a customer service environment.

The University of Queensland is committed to equity, 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.