POSITION DESCRIPTION

Position Title: Administration Officer (Student Support)  
Organisation Unit: Faculty of Engineering, Architecture & Info Technology  
Position Number: 3034509  
Type of Employment: Full-Time, Continuing  
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 (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 Engineering, Architecture and Information Technology (EAIT) comprises the Schools of Architecture, Civil Engineering, Chemical Engineering, Information Technology and Electrical Engineering, Mechanical and Mining Engineering, and the Advanced Water Management Centre. These units 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.

For more information about the Faculty, please visit: www.eait.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

To support the Manager, Student & Academic Administration and the Associate Dean (Academic) in the efficient operation of the Faculty's student administration and to provide professional and accurate advice to staff and students.

Duties

Duties and responsibilities include, but are not limited to:

- Undertake administrative tasks for a range of student administration activities across domestic and international, undergraduate and postgraduate programs, including admission, credit, progression, graduation, and cross institutional study.
- Provide administrative support to the Associate Dean (Academic) and Manager, Student & Academic Administration on all student matters.
- Provide accurate advice to students through email, phone and student consultations on a range of student administration matters.
- Prepare assessment of credit applications following Faculty guidelines for executive approval.
- Update internal & University databases to ensure currency of information for staff and students.
- Liaise with other Faculties, Schools and Central Administration regarding matters of policy, and procedures related to student administration.
- Process documentation, answer queries and prepare correspondence as required for matters associated with student administration.
• Ensure details required for Government reporting are completed in accordance with statutory and policy requirements.
• Assist with the preparation of materials for reports and documents for a range of tasks in the student support team.
• Assist with the implementation of strategies and work practices which will improve the work flow, efficiency and effectiveness of the Faculty Student Administration area.
• Represent the Faculty at TSXPO, UQ Open Day and related promotional and recruitment activities and exhibitions.
• Provide support for orientation planning and organisation.
• Develop and maintain storage and retrieval systems for information relevant to Faculty student administration initiatives.
• Assist in other activities of the Faculty Office as required.

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

Organisational Relationships
The position reports to the Coordinator, Student Support.
SELECTION CRITERIA

Qualifications

- A degree without relevant experience; or extensive experience in academic or student administration; or an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

- Excellent written communication skills and effective interpersonal and oral communication skills.
- Well-developed analytical skills (including interpreting complex guidelines and procedures) and excellent attention to detail.
- Demonstrated ability to prioritise tasks and meet deadlines.
- Demonstrated knowledge of student administration, both domestic and international, undergraduate and postgraduate, including admissions, enrolments, examinations, and graduation.
- Demonstrated capacity to gain knowledge of higher education policies and procedures in relation to academic administration.

Experience

- Ability to use the PeopleSoft student administration system or proven ability to rapidly acquire relevant knowledge.
- Proficiency at an advanced level using computer software packages for word-processing, data storage and retrieval, and spreadsheets.

Personal Qualities

- Integrity, diplomacy and sensitivity in communicating with a wide range of client groups.
- Ability to work cooperatively and constructively with staff from within a variety of settings from within the University and external to the University.
- Ability to operate flexibly across the range of functions within the Faculty Office and to work as a member of a team.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.