POSITION DESCRIPTION

Position Title: Course Administration Officer
Organisation Unit: School of Economics
Position Number: 3001140
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 (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

UQ’s School of Economics is a leading Australian provider of undergraduate and postgraduate economics education with a strong commitment to delivering one of the highest standards of economic training in the world. A number of the School's academic staff have won prestigious national teaching awards and our teaching programs benefit significantly from the high quality research being conducted.

There are currently around 1,300 students enrolled in Economics programs, including international students from over 45 different countries. Significant numbers of students from other UQ programs also undertake Economics courses, with total course enrolments averaging close to 7,000 each semester. The School offers the largest range of undergraduate economics courses in Australia and eleven masters programs, many of which include an interdisciplinary focus.

Faculty members undertake world-class research across a range of fields including economic theory, econometrics and applied economics. UQ Economics is consistently ranked in the top five percent of economics research institutions internationally, and is among the leading departments in Australia as evidenced by the 2012 ERA survey outcomes: research in the field of Economics at UQ has been ranked as ‘above world standard’. The School hosts the only ARC Australian Laureate Fellow in economics (2012 – 2017) in Australia, an ARC Professorial Fellow, and an ARC Future Fellow as well as a number of research academics working on externally funded projects. The School has an established research Centre, the Centre for Efficiency and Productivity Analysis, and there is also an active seminar and visitor program providing exposure to leading researchers from around the world.

UQ Economics currently has 65 academic staff, research support staff and 22 professional staff members. Each semester, the School also employs around 100 casual tutors. Details on our academic programs, research groups and staff profiles may be accessed on the School’s web site at: http://www.uq.edu.au/economics/

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 provide administrative support to the School’s large courses, including first, second year and postgraduate courses.
Duties

Duties and responsibilities include, but are not limited to:

**Student contact**
- First point of contact for student enquiries concerning the administration of courses. At peak periods this will involve responding to a large volume of enquiries in a timely manner, utilising resources and knowledge of University Policies.

**Co-ordination of course materials and information**
- Support the course coordinators in developing content of course profiles particularly in regard to University assessment policies. Maintain course websites on blackboard including posting of notices and course materials, in conjunction with teaching staff.

**Timetabling**
- Facilitation of student sign-on for lectures and tutorials and Peer Assisted Study Sessions (PASS) where applicable using mySI-net.
- Creation of class lists for tutorial staff.
- Contribute to the scheduling of class timetables in conjunction with the School’s timetabling officer.
- Preparation of tutorial and consultation rosters for tutors.
- Arrange room bookings for deferred mid semester examinations and viewing sessions as required.

**Coordination of assessment including**
- Creation and maintenance of electronic grades files in MS Excel.
- Contribute to the arrangements for School based mid-semester examinations. This includes being available to manage Saturday examinations under broad supervision.
- In conjunction with the course coordinator organise the arrangements for marking of assessment.
- Upload of final results and publication of progressive results.
- Manage arrangements for school based deferred examinations (including assessing applications), and complete documentation required for finalising deferred and supplementary examination results.
- Process amendment of grades forms.
- Assist with the provision of feedback by organising and facilitating Exam Viewing Sessions.

**Academic Liaison**
- Liaise with Course Co-ordinators, Tutorial Coordinators and Tutorial staff on procedural matters associated with course and student administration.
- Enter and authorise casual tutor timesheets.
- Organise and participate in tutor meetings.

**First Year Experience/Support**
Where the incumbent is required to provide administrative support to the School’s first year courses they will also be responsible for the following;

- Advise newly commencing students on a range of issues relating to course enrolment, assessment and matters relating to University transition, (includes briefing during initial lectures). Ensure regular communication is maintained throughout the semester on course related matters particularly assessment.
- Assist PASS Coordinators with the dissemination of PASS materials to students via Blackboard.
Other

- Adhere to the School’s Records Management Guidelines.
- Comply with the University’s Code of Conduct (see the University’s web site at http://www.uq.edu.au/hupp/?page=24987)
- Comply with requirements of Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or School. (see the University’s web site at http://www.uq.edu.au/ohs/index.html?page=133956)
- Adopt sustainable practices in all work activities and comply with associated legislation and related sustainability responsibilities and procedures developed by the University (see the University’s web site at http://www.uq.edu.au/sustainability/responsibilities

Note: leave restrictions apply – leave will not normally be approved from Orientation Week to end of the first teaching week in Semesters 1 and 2, and also during the week following the final exam period in Semesters 1 and 2.

Variance of working hours – must be available to work on approximately 2-3 Saturdays each semester to assist with the facilitation of mid semester examinations. May be required to work after standard working hours in peak periods.

Reporting Relationships

The position reports to the Senior Administrative Officer (Tutorial Programs and Course Administration), School of Economics.

SELECTION CRITERIA

**Essential**

- Completion of an undergraduate degree; or completion of an associate diploma and at least 2 years subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- High level proficiency in the use of Microsoft Office applications such as Outlook, Word and intermediate skills in MS Excel.
- Demonstrated problem solving skills using judgement and reasoning in interpreting situations and providing accurate and consistent advice, particularly in relation to student rules and associated policies and procedures.
- Excellent written and verbal communication skills with the ability to provide accurate, clear and consistent advice on policy and procedural matters.
- Administrative experience in a tertiary environment or other large organisation.
- High level interpersonal skills including an awareness of cross cultural differences
- Ability to prioritise competing work demands in a high volume environment, work independently and meet deadlines.
- Excellent accuracy and attention to detail.
- An understanding of and commitment to the provision of a high level of customer service.
- Demonstrated ability to work collaboratively in a team environment

**Desirable**

- Knowledge of University policies and procedures in the area of student administration would be highly regarded.
- An understanding of University organisational structures and functions.
- Experience in the area of student and/or academic administration.
- Experience and knowledge of University student administration systems such as Si-Net and Blackboard or the ability to rapidly acquire such knowledge.
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.

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

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