POSITION DESCRIPTION

Position Title: Student Administration Assistant
Organisation Unit: School of Social Science
Position Number: 3011188
Type of Employment: Full-Time, Continuing
Classification: HEW Level 4

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://uniqquest.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 Faculty of Humanities and Social Sciences (HaSS) is a large comprehensive Faculty with a broad academic profile and substantial research achievements. The Faculty is based at the St Lucia campus in the iconic Forgan Smith building adjacent to the Great Court of the University. The Executive Dean of the Faculty is Professor Tim Dunne, who continues to be active in his field of international relations alongside his leadership role.

The Faculty comprises seven Schools (Communication & Arts; Education; Historical & Philosophical Inquiry; Languages and Cultures; Music; Political Science & International Studies; Social Science), two research Institutes (Institute for Social Science Research; Institute for Advanced Studies in the Humanities), two museums (Anthropology Museum and the RD Milns Antiquities Museum), and several school-based research centres. It offers a broad range of courses to a large cohort of international and domestic students, with 700 research higher degree students, 1,500 students in postgraduate coursework degrees and 7,900 undergraduates.

There are 320 academic staff across the Faculty. One indicator of their stature is UQ's standing in the learned academies, where we can proudly claim 34 members of the Australian Academy of the Humanities and 43 members of the Academy of Social Sciences in Australia. Teaching in the Faculty is underpinned by substantial research performance and several areas were judged at the highest level (5 ranking) in the most recent Australian research assessment exercise (ERA). These include Communication and Media Studies, Cultural Studies, Literary Studies, Political Science and Education. Rated at above world standard (4 ranking) were Sociology, Film, Television and Digital Media, Performing Arts and Creative Writing, Linguistics, History and Archaeology, and Philosophy and Religious Studies.

These results are reflected in the 2015 Leiden rankings (based on impact, not reputation), where the Faculty of Humanities and Social Sciences ranked 40th in the world, placing us first in Australia and in the Oceania region. They are echoed by both the Times Higher Education and QS rankings, which position the Faculty's performance in the Arts and Humanities and Social Sciences in the Top 70 internationally. In 2013, the Faculty earned just over $14M in research funding.

More information about the Faculty can be accessed at http://www.hass.uq.edu.au/.

The School of Social Science – comprising the disciplines of anthropology, archaeology, criminology and sociology - is one of the largest Schools of its type in Australia with over 45 academic staff, 14 professional staff, and around 900 equivalent full-time students including 100 higher degree students. At the undergraduate level, the School manages the Bachelor of Social Science, the Bachelor of Criminology and Criminal Justice (Honours) and also offers majors in each discipline within the Bachelor of Arts, along with an archaeological science major in the Bachelor of Science. The School manages postgraduate coursework programs in Development Practice, Community Development, Museum Studies, and Heritage Management.
The School houses and operates the Anthropology Museum, the Archaeology Teaching & Research Centre (ATARC), and specialised archaeology laboratories. It also has a commercial consultancy arm, the UQ Culture and Heritage Unit (UQCHU).

Information about the School may be accessed on the School’s web site at http://www.social-science.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

This position provides customer service to students and staff, and undertakes administrative tasks within the Student Engagement and Administration portfolio, providing support to other team members as required.

Duties

Duties and responsibilities include, but are not limited to:

- Work as part of a team, providing a high level of customer service at the front counter and via phone/email.
- Undertake administration of exams and grade uploads. Assist in the processing of assessment re-mark applications and course credit equivalency requests.
- Provide support to the Student Administration Officer and to academic staff with the ECP (Electronic Course Profiles) system and set up Blackboard sites for courses prior to the commencement of each semester.
- Assist with monitoring online applications for incoming cross-institutional study, honours and postgraduate coursework programs, assigning checklist items to team members. Communicate with applicants as required.
- Assist the Team Leader and Postgraduate Administration Officer with postgraduate program support, including processing online applications and maintenance of electronic files pertaining to students.
- Contribute to website data entry and maintenance.
- Assist with the production of promotional materials.
- Responsibility for maintaining the content on the digital screens (Michie Levels 1-4).
- Cover for the Receptionist’s essential tasks when they are absent or the position is vacant, such as delivering the mail and maintaining office equipment.
- Provide secretariat support for the School Forum meetings.
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 Team Leader, Student Engagement and Administration. The School Manager supervises the Professional Staff Team.

SELECTION CRITERIA

Essential

- Cert IV or Diploma with relevant work experience; Cert III with extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated skills in providing a high level of customer service, including effective interpersonal skills.
- Effective written communication skills.
- High level computer skills, including the ability to use Microsoft Word, Excel, PowerPoint and Outlook (email, calendar and contact functions).
- Previous experience working in an administrative capacity in a team environment.
- Ability to follow direction by supervisors as well as to use initiative as appropriate, and the ability to meet deadlines.
- Demonstrated commitment to your job and your workplace.

Desirable

- Experience in working in student administration in a university.
- Ability to use the UQ systems mySI-net and the Reportal (Business Objects)
- Knowledge and experience with Blackboard and/or Electronic Course Profiles.
The University of Queensland is committed to equity, diversity and inclusion.