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 $11 billion+ (see http://uniquest.com.au/our-track-record).

POSITION DESCRIPTION

Position Title: Undergraduate Administration Officer
Organisation Unit: School of Nursing, Midwifery and Social Work
Position Number: 3019980
Type of Employment: Full Time, Continuing
Classification: HEW Level 5
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.

**Faculty of Health and Behavioural Sciences**

The Faculty of Health and Behavioural Sciences is a strong faculty that has a coherent focus on health and well-being underpinned by a clear integrative theme related to preventative health and behaviour change. Furthermore, the Faculty provides the opportunity for the allied health sciences to have a strong voice and great visibility within the University.

The Faculty currently includes six schools and three research centres:
- School of Dentistry
- School of Health and Rehabilitation Sciences
- School of Human Movement and Nutrition Sciences
- School of Nursing, Midwifery and Social Work
- School of Pharmacy
- School of Psychology
- Centre for Youth Substance Abuse Research
- RECOVER Injury Research Centre
- Queensland Alliance for Environmental Health Sciences

More information about the Faculty is available at: [http://habs.uq.edu.au/](http://habs.uq.edu.au/).

**School of Nursing, Midwifery and Social Work**

The School of Nursing, Midwifery and Social Work established in 2015, is a new School that has been created as a result of the merging of the School of Nursing and Midwifery and the School of Social Work and Human Services. The School will be a leader in the study of nursing, midwifery, social work and human services, demonstrating excellence through innovative, creative, and dynamic teaching and research, in a vibrant, interdisciplinary, and engaging environment. The School is committed to conducting academic, research and community partnership programs that are recognised for their excellence in contributing to health and well-being in the community. The School is responsible for the Bachelor of Social Work, Bachelor of Human Services, Bachelor of Nursing, Bachelor of Midwifery, Bachelor of Nursing/Bachelor of Midwifery dual degree, Master of Nursing Studies, Master of Social Work Studies and the Master of Counselling. The School’s academic undergraduate and graduate-entry programs feature an innovative model of nursing and midwifery education delivered within clinical schools at teaching hospitals within Queensland Health and the private health sector.

**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](http://www.uq.edu.au/current-staff/working-at-uq).

**DUTY STATEMENT**

**Primary Purpose of Position**

The primary role of this position is the provision of administrative support to the School of Nursing, Midwifery and Social Work on undergraduate programs and to undertake School liaison for Alumni. This role may be required to work across multiple locations.
Duties

Duties and responsibilities include, but are not limited to:

Student Administration

- Provide reliable initial front office, email and telephone advice to students and staff as required. Undertake relief reception duties when required.
- Coordinate administrative matters and enquires relevant to the undergraduate course work programs including examinations, prizes and scholarships, exchange, processing credit applications and assist with error checking for data reporting.
- Assist graduates with applications for overseas registrations as nurses, midwives and social workers by querying historical student records and course information. Make recommendations about equivalencies where appropriate.
- Assist with selection of students; record and maintain application information on University systems and ensure timely processing of offers and acceptances.
- Provide timely written and verbal advice to current and prospective undergraduate students on University and School rules and regulations, enrolment, progression, examinations, fees, or any other matter relating to the completion of the undergraduate program.
- Contribute to the development and implementation of administrative procedures for degree programs offered through the Faculty and liaise with other Faculties, Schools and Central Administration regarding matters of policy, and procedures related to student administration.
- Manage the interruption to studies process including providing reports and maintaining the database.
- Provide student reports each semester to the undergraduate coordinator on results and attrition rates.
- Prepare non-standard letters and other correspondence in relation to undergraduate student matters.
- Support Coordinators with the publication of electronic course profiles for undergraduate courses.
- Monitor and maintain student marks in Grade Centre and finalise marks for upload to mySi-net as well as maintaining current student records in SI-net and student files.
- In conjunction with the Student and Academic Administration Manager and Officer assist all staff with Blackboard and Turn-it-in related queries and maintain knowledge of updates to Blackboard.
- Assist the Student and Academic Administration Manager on matters relating to student and academic administration including the student investigation process.
- Assist the Senior Student and Academic Administration Officer with organising the timetabling of lectures and tutorials for the School.
- Provide support to the School's Undergraduate Committee and other Administration Officers in the Student Administration Team where required.
- Assist with administration of supplementary assessment or examination.
Engagement

- Assist in the organisation of orientation activities, such as catering, room booking and online information.
- Assist and be part of the School’s representation at student-related events, e.g. Open Day, Orientation, and TSXPO.

Other

- Other related duties as directed by the Head of School, School Manager, Student and Academic Administration Manager.

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 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 Student and Academic Administration Manager, School of Nursing, Midwifery and Social Work.

SELECTION CRITERIA

Essential

- Completion of an undergraduate degree; or an equivalent combination of relevant experience and/or education/training.
- Empathy and ability to communicate with students, including an awareness of cross-cultural differences.
- Demonstrated ability to effectively communicate with varied clients and stakeholders.
- High level computer skills, including word processing, data storage and retrieval, University administrative systems (Business Objects, Si-net) for the accurate collection, detailed analysis and reporting of information.
- Experience in dealing with people at all levels of an organisation.
- Ability to be flexible and adaptable to change and willing to explore new options and find creative solutions to problems.
- Initiative, flexibility and willingness to work across a range of activities.
- Excellent interpersonal, written and oral communication skills.
- Excellent organisational skills and the ability to prioritise tasks.
- A strong orientation to the provision of a high level of customer service.
- Demonstrated accuracy and attention to detail.
- Demonstrated organisational skills and the ability to prioritise tasks including the ability to meet deadlines under pressure.

**Desirable**
- Exposure to student administration, teaching and learning activities or other similar educational context.
- Familiarity with undergraduate student administration and knowledge of undergraduate degree programs.

The University of Queensland values diversity and inclusion. Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples.