POSITION DESCRIPTION

Job Title: Manager, Student Administration
Organisation Unit: Faculty of Humanities and Social Sciences
Reference Number: 3026439
Type of Employment: Full-time, Continuing
Classification: HEW Level 8

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 Humanities and Social Sciences (HASS) is a large comprehensive Faculty with a broad academic profile and substantial research achievements. The Faculty Office is based at the St Lucia campus in the iconic Forgan Smith building adjacent to the Great Court of the University. The current Executive Dean is Professor Julie Duck who is Acting in the role following the transition of Professor Tim Dunne to a Pro-Vice-Chancellor position in the Office of the Provost.

The Faculty comprises seven Schools (Communication & Arts; Education; Historical & Philosophical Inquiry; Languages & 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), a new Faculty Centre for Policy Futures, and several school-based research centres. The Faculty is also host to the Institute for Modern Languages and the Confucius Institute. The Faculty offers a broad range of programs to a large cohort of international and domestic students, with 850 research higher degree students, approximately 1,500 students in postgraduate coursework degrees and close to 8,000 undergraduates.

There are over 300 academic staff across the Faculty, making it one of the largest in Australia. One indicator of the Faculty’s standing in the disciplines that we research is membership in the learned academies, where UQ can proudly claim 33 members of the Australian Academy of the Humanities and 50 members of the Academy of Social Sciences in Australia.

Teaching in the Faculty is underpinned by substantial research performance and several specialized fields of research were judged at the highest level (5 ranking) in the 2015 Excellence in Research Australia (ERA) round. These fields include Specialist Studies in Education; Political Science; Cultural Studies; Literary Studies; History and Philosophy of Specific Fields. Overall, HASS returned outputs to 21 disciplinary field codes, where 90% were rated above (4 ranking) or well above world standard (5 ranking). This is indicative of high quality and capacity in research.

These research achievements internationally are reflected in the 2017 Leiden rankings (based on impact, not reputation), where the Humanities and Social Sciences at UQ ranks 16th in the world on the quantum of publications in ranked journals, placing us first in Australia and in the Oceania region (for the full data-set see http://www.leidenranking.com).

The quality of our overall Faculty’s performance is also evident in the QS World University Rankings for 2017 which places Social Sciences/Management at UQ at 39th in the world, and Humanities at 50th in the world. This data can be accessed at: http://www.topuniversities.com/faculty-rankings.

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

Primary Purpose of Position

The primary purpose of this position is to provide leadership and manage student administration activities under the guidance of the Senior Manager, Student and Academic Administration and to provide ongoing training and support to Faculty staff in the management of processes associated with student administration and the effective use of relevant corporate systems.

Duties

Duties and responsibilities include, but are not limited to:

Staff Management

- Lead the Student Administration team and assume overall management and responsibility for the workloads and deliverables.
- Effectively manage and delegate tasks to ensure a high functioning team where overall goals and targets are consistently met including guiding and assisting staff in the provision of advice and assist with the resolution of issues as they arise.
- Oversee the professional development of individual staff including staff review and performance appraisals.
- Using best practice strategies in the interpretation and application of the university’s policies and procedures as these relate to student and academic administration.
- Oversee the coordination and delivery of academic advice to students by the Associate Dean (Academic) and the network of Student Administration Officers and Senior Administration Officers throughout the Faculty.
- Keep the Senior Manager, Student and Academic Administration informed of the operations of the student administration team.
- Provide training for relevant staff on matters relating to student administration, policy, procedures, and software.
- Ensure effective and efficient use of staff resources and corporate and bespoke information systems etc.
- Act as Senior Manager, Student and Academic Administration when required.

Student administration

- Provide advice on current student administration issues on the interpretation, application and inter-relationships of relevant legislation, rules and policies.
- Manage and coordinate administrative aspects of the student lifecycle within the framework of University rules, policies and procedures.
- Undertake investigative research on, and analysis of, key topics of interest to the Faculty to assist in future planning decisions.
- Provide training, direction and support as required to Faculty professional staff, on student matters, to facilitate provision of advice, support and recommendations to relevant decision makers.
- Develop and manage student enrolment surveillance and government reporting processes.
• Develop, implement and manage processes to review and update relevant information in the student information stream, including study guides, the courses and programs website, etc.
• Develop and maintain high level working relationships with other teams within the University and other relevant stakeholders.
• Manage communication across the Faculty on operational issues related to student administration to ensure staff are kept fully informed about current operational matters and relevant legislation, rules and policies.
• Represent the Faculty on University working parties and other committees as required.

Programs and Policy
• Provide expert advice, support and recommendations to relevant decision makers on matters of policy and procedures in relation to student matters.
• Provide high level advice on UQ policy to schools and centres within the Faculty.
• Provide support in the interpretation of relevant policy and legislation relating to program compliance as per the Australian Qualifications Framework (AQF).
• Provide strategic support and advice to the Schools, Centres and Institutes within the Faculty of Humanities and Social Sciences, as well as other organisational units that teach into the programs within the Faculty of Humanities and Social Sciences on a range of university policies.
• Liaise and coordinate with the Manager, Academic Programs and Policies and Senior Manager, Student and Academic Administration regarding the development and creation of new programs within the Faculty of Humanities and Social Sciences.

Travel and Out of Hours Work
• Attend events, programs and/or functions outside normal business hours if required.
• Travel to career events and expos may also be required.

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 Senior Manager, Student and Academic Administration and supervises the Student Administration Team (approximately 8 FTE staff)
SELECTION CRITERIA

Essential

- A postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience or an equivalent combination of relevant experience and/or education/training.
- Substantial, demonstrated experience in the interpretation and application of university rules, policies and procedures relating to student and academic administration or the ability to rapidly acquire and apply this knowledge.
- Demonstrated capacity for identification and analysis of issues, innovative problem solving and improvement of administrative systems and procedures as well as the ability to interpret legislation and prepare advice for senior staff and committees.
- Highly developed leadership and management skills and the ability to manage a large number of staff in a service-orientated environment, including capacity for the successful development of staff.
- Proven capacity to deliver high quality customer services in a fast pace and high volume office environment. Including the ability to work under pressure and exhibit initiative and sound judgment in challenging situations.
- Demonstrated high level written, oral and interpersonal communication skills including analysing information and data critically, and report writing.
- Highly developed negotiation, and conflict resolution skills needed to develop and maintain strong working relationships with internal and external stakeholders.
- Demonstrated high level organisational ability, attention to detail and ability to work to deadlines and manage competing priorities.
- The ability to exercise tact and discretion in dealing with sensitive matters.

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.