POSITION DESCRIPTION

Position Title: Assistant Manager (Academic Administration)
Organisation Unit: Faculty of Health and Behavioural Sciences
Position Number: 3026474
Type of Employment: Full time, Continuing appointment
Classification: HEW 7

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.

The 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 preventive 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:
- 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 (CYSAR)
- RECOVER Injury Research Centre
- Queensland Alliance for Environmental Health Sciences (QAEHS)
- Centre for Business and Economics of Health (CBEH)
- UQ Poche Centre for Indigenous Health
- Southern Queensland Rural Health (SQRH)

More information about the Faculty is available at: http://habs.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

The primary purpose of this position is to co-ordinate the academic administration activities for the Faculty of Health and Behavioural Sciences under the direction of the Senior Manager, Student and Academic Administration. This includes the coordination of appeals and grievances for students enrolled in the Faculty’s programs, providing ongoing training and support to faculty and school based staff in the management of processes associated with academic administration and the effective use of relevant corporate systems and coordinate support for Teaching and Learning activities within the Faculty.
**Duties**

Duties will include, but are not limited to:

- Provide detailed, timely and accurate advice and support to School, Centre and Faculty student and academic administration staff on matters of procedure, assist with difficult or complex enquiries, including coordination of responses to appeals and grievances.
- Provide advice on current academic issues for the Faculty, and on the interpretation, application and inter-relationship of relevant legislation, rules and policies.
- Undertake investigative research on, and analysis of, key topics of interest to the Faculty to assist in future planning decisions as directed by the Senior Manager Student and Academic Administration.
- Coordinate secretariat support for submissions as required for program and course development and amendments, in the context of current University legislation, policies and procedures.
- Assist in the preparation of submissions for central program approval committees.
- Manage the Faculty information on the Program and Courses website through regular audit processes and updates following program approval processes.
- Coordinate the activities of student experience staff in consultation with the Senior Manager Student and Academic Administration.
- In conjunction with the Assistant Manager, Student Administration, provide day to day supervision to professional staff in the faculty’s student and academic administration team, including management of work flow, workloads, proactive leave management, general supervision, performance appraisal processes and associated training and development activities.
- Ensure effective and efficient use of resources including staff resources and corporate and bespoke information systems etc.
- Support academic initiatives and activities as required, such as administrative management of Faculty lead courses, tutor training programs, preparation of material for reviews of academic programs and schools, management of student prizes, awards and scholarships, etc.
- Develop and co-ordinate processes in the faculty and its schools, to review academic programs and relevant processes, with a view to ensure compliance with regulatory and legislative frameworks (e.g. TEQSA and AQF).
- Provide training, direction and support as required to Faculty and School-based professional staff, on academic administration matters, to facilitate provision of advice, support and recommendations to Heads of Schools and School Teaching and Learning chairpersons.
- Manage the provision of on-site support to school based academic administration teams as required, such as during periods of unexpected staff absences in Schools.
- Keep the Senior Manager, Student and Administration fully informed about the activities and issues related to day-to-day academic administration matters.
- Manage communication between Faculty and Schools on operational issues related to academic administration to ensure staff are kept fully informed about current academic administration matters and relevant legislation, rules and policies.
- Deputise for the Manager, Student and Academic Administration as required.
- Represent the Faculty on University working parties and other committees as required.
- Attend events, programs and functions, during as well as outside normal business hours 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 Senior Manager, Student and Academic Administration and supports the Senior Manager, Student and Academic Administration and the Associate Dean (Academic).

SELECTION CRITERIA

Essential

- A degree with at least 4 years subsequent relevant experience, or
- An equivalent combination of relevant experience and/or education/training.
- Detailed knowledge of the University’s rules, policies and procedures related to student and academic administration or the ability to rapidly acquire such knowledge.
- Demonstrated high level written and oral communication skills including analysing information and data critically, and report writing.
- A flexible approach to problem-solving to meet changing requirements.
- Substantial, demonstrated experience in the interpretation and application of university rules, policies and procedures relating to student and academic administration.
- Demonstrated capacity for identification and analysis of issues, innovative problem solving and improvement of administrative systems and procedures.
- Experience in efficient and effective use of corporate information systems.
- Experience with supervising staff, including planning, organising, performance management, recognition and development of staff.
- High-level interpersonal skills, including effective liaison and negotiation skills needed to develop and maintain strong working relationships within the Faculty, and the wider University community.
- Demonstrated high level organisational ability, attention to detail and ability to work to deadlines and manage competing priorities.

Desirable

- Experience in servicing university committees.

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 HR Advisor, HABS on habs-hr-advisory@uq.edu.au