POSITION DESCRIPTION

Position Title: Student and Academic Administration Officer

Organisation Unit: Faculty of Science

Position Number:

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**

The Faculty of Science unites the disciplines of agriculture and animals, biomedical and biological sciences, chemistry, earth sciences, food sciences, geography, marine science, mathematics and physics, planning, the environment and veterinary science.

With strong links between the enabling and applied sciences, UQ is ranked among Australia’s top three research universities for the impact of its ground-breaking projects, addressing today’s global challenges of sustainable energy production, feeding a growing world population, maintaining health and well-being, and managing the impact of climate change on our environment. The units within the Faculty of Science are internationally recognised and their teaching and research successes create a stimulating environment within which the Faculty staff work.

The Faculty is managed by the Executive Dean, who has direct responsibility for the physical, financial and human resources, academic matters relating to programs and students, and a range of other areas such as the development of research, national and international marketing, and enhanced government, business and community links.

Further information on the Faculty can be obtained from the Faculty’s web site at http://www.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**

The position works within the Faculty of Science in the student and academic administration team at the St Lucia campus. The primary purpose of this position is to provide high quality customer service and administrative support to staff and students within the faculty and its programs and courses.

This position will have responsibility for completing a diverse range of administrative processing tasks and associated day-to-day problem resolution and maintenance of administrative systems. The position is required to provide high quality customer service through the delivery of helpful, friendly, accurate, and informative advice and services to students, professional and academic staff.
Duties

Duties and responsibilities include, but are not limited to:

- Provide accurate and timely advice to current and prospective students on degree programs and courses offered through the Faculty of Science including academic progress and other matters associated with their academic performance.
- Process applications and documentation for students in relation to admission, progression, examinations, class sign-on, study abroad, surveillance, course enrolment, and other tasks as directed by the Team Coordinator (St Lucia).
- Maintain and update of course and program information in University systems including electronic course profiles, Blackboard sites, grade upload and amendments, timetabling, and other academic administration tasks.
- Provide advice to other University staff on student matters relating to undergraduate and postgraduate programs and courses offered through the Faculty.
- Utilise University software systems to perform student and academic administration tasks and be committed to using new programs as they are developed.
- Contribute to the development and implementation of administrative procedures for the continued improvement of processes in the Faculty.
- Liaise with other Faculties, Schools and Central Administration regarding matters of policy, and procedures related to student and academic administration.
- Act as secretary for committees and meetings, including the preparation of agendas and minutes and provide administrative support for committee initiatives.
- Represent the University at TSXPO, Courses & Careers Days, UQ Expo and other engagement activities as required.
- Other tasks as directed by the Team Coordinator (St Lucia), Deputy Manager and Manager, Student and Academic Administration.

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 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

Location and Travel

While this position is primarily based at the St Lucia campus, some travel to Gatton and other Faculty locations may be required.

Organisational Relationships

The position reports to the Team Coordinator (St Lucia), Faculty of Science.
SELECTION CRITERIA

Qualifications and Experience

Essential

- An undergraduate degree in a relevant area or an equivalent combination of experience and/or education/training.
- A sound understanding of key administrative processes relevant to student and academic administration including undergraduate and postgraduate admissions, enrolments, examinations, graduation or the ability to rapidly gain such knowledge.
- Demonstrated ability to establish priorities and meet deadlines.
- High level of attention to detail and accuracy in written work.
- Ability to exercise initiative and judgment and to work independently and autonomously.
- High level written, oral and interpersonal communication skills.
- The ability to work collaboratively and effectively within the team and across other organisational units.
- A strong orientation and commitment to the provision of a high level of customer service.
- An empathy with and ability to communicate with students, including those from diverse cultural backgrounds.

Desirable

- Experience in a tertiary education institution or other large organisation in an area related to student administration.
- Knowledge of University student computer systems and packages e.g. Microsoft office, SI-net, Business Objects and the use of CRM systems.

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 Recruitment Services (recruitment@uq.edu.au).