POSITION DESCRIPTION

Position Title: Senior Administrative Officer
Organisation Unit: Academic Services Division (ASD)
Position Number: 3025776
Type of Employment: Full-time, Fixed term/Secondment
Classification: Hew Level 6

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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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 Academic Services Division has primary responsibility for the delivery of student focused administrative functions and contributes to student-related policy development. The Academic Services Division (ASD) led by the Academic Registrar, has responsibility for the functions of Academic Policy and Programs; Admissions; Examinations; Student Centres; Student Complaints and Grievance Resolution; Student Fees and Scholarships; Student Progression and Teaching Space Management. The Division provides high quality administrative and professional services in support of the University’s academic activities.

Sections within ASD include:

- **Academic Policy and Programs** - provides administrative support for teaching and learning activities through a range of services that support academic decision-making processes, information provision and dissemination.
- **Admissions** – administer the University’s Admission Rules for the admission of undergraduate applicants through the Queensland Tertiary Admissions Centre (QTAC), respond to prospective student enquiries concerning University programs, admissions requirements etc. and are involved in the production of the QTAC Guide and Entry Options;
- **Examinations** – manage all aspects of the centrally coordinated examinations process and contribute to the development of assessment policy;
- **Student Centres** - Student Centres are located on the St Lucia, Gatton and Herston campuses and provide advice on student enquiries across a broad range of University activities;
- **Student Complaints and Grievance Resolution** – provides coordination and support for the University’s grievance, appeal and misconduct processes
- **Student Fees and Scholarships** – provides a centralised student fee and scholarship service, including administration of approved student fees and the University’s Senate approved financial awards (scholarships, bursaries and prizes) and provision of student fees and scholarships advice to clients and for policies, systems and publications;
- **Student Progression** – coordinate conferrals and graduation ceremonies; manage the process for academically at-risk students in accordance with the Academic Progression procedures; provide advice and support for student enrolment;
- **Teaching Space Management** – provides administrative support for the effective management of centrally controlled teaching facilities and coordinates the production and publicisation of the class timetable.

Information about the Division and the Directorate may be accessed on the ASD web site at http://www.asd.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-ug
DUTY STATEMENT

The Student Progression team provides centralised services and support to ensure consistent and high-quality advice and services across all campuses of the University.

The Student Progression section has the following primary functions:

Academic Progression

- Monitoring of students' progression through their program in the context of the Enrolment and Academic Progression Rules;
- Administering the warning and show cause provisions of the above rules.

Graduations

- Facilitation of the conferral of award following successful completion of degree requirements;
- Organisation and running of graduation ceremonies;
- Production of graduation documentation including testamurs, academic transcripts, Australian Higher Education Graduation Statements;
- Verification of past awards.

Enrolment

- Provide advice to staff and students in relation to key enrolment dates and procedures;
- Contribute to publication and distribution of enrolment guidelines;
- Facilitate late enrolment changes.

The primary purpose of the position is to assist with the effective operation and management of the Student Progression Team, responsible for the coordination of conferrals, graduation ceremonies, academic progression, and enrolment in accordance with the University Rules, policies and procedures. The position is expected to provide a high-quality; client-focused approach to the services provided by the Student Progression Section and provide high-level advice in relation to University academic progression, enrolment and awards rules and policies.

Duties and responsibilities include, but are not limited to:

Supervisory

- Provide on-the-spot advice and assistance to Student Progression staff and assist with enquiries as required;
- Provide supervision and dynamic leadership to staff within Student Progression. This involves supervision of four HEW 5 positions and one HEW 4 Rotational staff position;
- Identify areas for development within the team and individuals, provide coaching and training as appropriate;
- Manage client service by facilitating and encouraging feedback. Act as the first point of contact for escalated public enquiries. Ensure all enquiries and complaints are handled promptly and professionally to resolution;
- Provide input into the continual development of services available within Student Progression;
In consultation with Student Progression Manager, approve leave applications, develop rosters and conduct Recognition and Development process for Student Progression staff.

Ceremonial

- Organise services (including venue hire, equipment hire, vendor engagement) to support graduation ceremonies;
- Provide advice to staff at all levels of the University, on graduation policies, schedules, processes and protocol;
- Consult with other University sections (such as Protocol; Property and Facilities etc.) to prepare for ceremonies;
- In consultation with Student Progression Manager, coordinate the running of Graduation ceremonies on the day – including preparation of graduands, Academic Procession, liaison with Audio-Visual contractors, and liaison with Protocol for VIP arrangements.

Administrative

- Assist in organising schedules for all graduation ceremonies at St Lucia and Gatton and then promulgating that schedule to relevant parties (including publishing on the internet etc);
- Coordinate with Faculties the identification and confirmation of prospective graduands and also details regarding valedictorians;
- Assist with coordination of the production of all graduation material – including testamurs, transcripts, AHEGS, Procession Cards, Program Books, Statements of Proceedings, Honorary Doctorate material, University Medals, Stage Seating plans;
- Provide written and oral advice about graduation procedures to prospective graduands and members of the public, which includes updating content for the Graduations website;
- Coordinate the appointment, rostering, training, supervision and payment of casual staff employed during peak periods;
- Coordinate the conferral of RHD candidates, including producing documentation, invitation to ceremony, liaison with Graduate School regarding eligible candidates;
- Process other administrative tasks such as Out of Session Conferrals, revoked/surrendered awards, changes to field/s of study and honours classes.
- Provide guidance and assistance with enrolment and academic progression processes.
- Verification of past awards – provide written confirmation of graduate status for graduates of the University.
- Coordinate the mail out of graduation documentation for all graduates who do not attend their graduation ceremony.
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 Manager, Student Progression.
SELECTION CRITERIA

**Essential**
- Completion of an undergraduate degree with subsequent relevant experience or an equivalent combination of relevant experience and/or education/training.
- Demonstrated ability to continually review business processes and identify opportunities for continuous improvement;
- Demonstrated ability to adapt, negotiate and deal with conflict resolution and problem-solving;
- Demonstrated commitment towards excellent attention to detail and the ability to work under pressure to achieve goals;
- Demonstrated commitment to excellent client service and ability to build and maintain strong and collaborative working relationships with other sections of the University;
- Ability to exercise tact, discretion and the ability to maintain confidentiality;
- Excellent written and oral communication skills
- Ability to successfully manage competing deadlines under pressure while maintaining protocol;
- Excellent skills with the following IT systems, or demonstrated ability to rapidly acquire skills with:
  - The University’s student system SI-net (PeopleSoft);
  - The University Reportal and Business Objects client;
  - Microsoft Office applications and an affinity with other administrative computing systems, in particular MS Excel.
- Skill with retrieving, interpreting and analyzing data to inform decision makers;
- Well-developed analytical and problem solving skills and the ability to exercise judgment;
- Excellent time management, planning and organisational skills and a high level of accuracy;
- Effective skills in leading and developing a team, delegating effectively;

**Desirable**
- Knowledge of the following or demonstrated ability to rapidly acquire and apply this knowledge:
  - The UQ organisational structure and hierarchy in relation to Senior Executive and academic staff would be an advantage;
  - The University’s program structures, policies affecting student progress and graduation requirements and an appreciation of the implications of graduation processes for students and the University;

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

Accessibility requirements and/or adjustments can be directed to (insert details of HR contact assisting with recruitment).