POSITION DESCRIPTION

Position Title:  Student and Academic Administration Assistant
Organisation Unit:  Office of the Executive Dean, Faculty of Science
Type of Employment:  Full Time  Fixed Term until 31 December 2020
Classification:  Hew 4
Location:  Gatton

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 (45), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). UQ again topped the nation in the prestigious Nature Index, and our Academic Ranking of World Universities result in the field of Life and Agricultural Sciences is 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 Science is recognised as a powerhouse for some of the world's leading scientists, teachers, science programs and commercial outcomes. The Faculty is one of the largest Science groupings in Australia, with approximately 1100 (equivalent full-time) staff, and about 7500 (equivalent full-time) students.

Throughout its Schools and Centres, the Faculty unites the disciplines of agriculture and animals, biomedical and biological sciences, chemistry, earth sciences, food sciences, geography, marine science, maths and physics, the environment and veterinary science.

With strong links between the enabling and applied sciences, UQ researchers and graduates are working on a wide range of groundbreaking projects from the molecular characterisation of drug resistant bacteria that affect piglets through to finding better treatments for illness and rehabilitation of the environment.

Information about the Faculty may be accessed on the Faculty's web site: http://www.science.uq.edu.au/

Diversity and Inclusion

The School recognizes and values equity and diversity, and encourages applications from any individual who meets the requirements of this position irrespective of gender, sexuality, race, ethnicity, religion, disability, age or other protected attributes. The School strives to provide an inclusive working environment, and along with the University is committed to supporting staff with family and caring responsibilities by providing policies, programs and initiatives to help balance work and family responsibilities.

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 Student and Academic Administration team. The primary role of the position is to be the first point of contact for enquiries to the School of Veterinary Science.

The position will also have responsibility for completing a diverse range of administrative processing tasks with regard to all enrolment and student academic matters relating to students in the School's programs. The position is required to provide high quality customer service through the delivery of friendly, helpful, accurate, and informative advice and services to students, professional and academic staff.
Duties

Duties and responsibilities include, but are not limited to:

• Provide high quality advice to current and prospective students on a range of topics related to student and academic administration through managing the student enquiries account, assisting with telephone enquiries and over the counter enquiries.

• Apply a sound general knowledge of student and academic administration and develop specific knowledge of the policies and procedures.

• Develop knowledge of and utilise software systems used by the Faculty of Science and School of Veterinary Science to perform student administration tasks, and be committed to using new programs as they are developed.

• Receipt and process documentation submitted to the Faculty of Science student enquiries office.

• Prepare standard and non-standard letters and other correspondence in relation to student and academic administration and related matters.

• Assist the Team Coordinator on matters relating to student and academic administration such as enrolments, study abroad, credit, graduation and other tasks.

• Maintain computer and other records of student progress relevant to work areas.

• Maintain stationery supplies and other general office duties including updating noticeboards, as required.

• Other tasks as directed by the Team Coordinator (Gatton).

Other

• Represent the Faculty and University at TSXPO, Courses & Careers Days, UQ Expo and other recruitment activities as required.

• Undertake other duties as directed by the Team Coordinator, Deputy Manager and Manager, Student and Academic Administration.

• Comply with the University’s Code of Conduct (see the University’s web site at http://ppl.app.uq.edu.au/content/1.50.01-code-conduct)

• Comply with requirements of Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or School. (see the University’s web site at http://www.uq.edu.au/ohs/index.html?page=133956)

• Adopt sustainable practices in all work activities and comply with associated legislation and related sustainability responsibilities and procedures developed by the University (see the University’s web site at http://www.uq.edu.au/sustainability/responsibilities.

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

**Reporting Relationships**

This position reports to the Team Coordinator (Gatton), Student Administration.

**SELECTION CRITERIA**

- Completion of a diploma level qualification or an equivalent combination of relevant experience and education/training.
- High level computing skills, preferably using Microsoft Office software.
- Excellent interpersonal and written skills, a commitment to providing high level service.
- Ability to work as part of a team and to organise work flow to meet competing demands and deadlines.
- High level of attention to detail and accuracy in written work.
- A strong orientation 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.
- Knowledge of University student computer systems and packages e.g. Microsoft office, SI-net, Business Objects, iSuite packages and the use of CRM systems is desirable.

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 contact person listed in the advertisement.