POSITION DESCRIPTION

Position Title:  Service Support Coordinator
Organisation Unit:  Student Services
Position Number: 
Type of Employment: Full Time, continuing
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 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 Deputy Vice-Chancellor (Academic) (DVCA) is a member of The University’s senior executive, and is responsible for the University’s commitment to providing high-quality teaching and learning, and enhancing the UQ student experience.

The Student Affairs Division falls within the DVCA portfolio, which brings together central units that provide operational, corporate, and pastoral support for all aspects of the student lifecycle.

The Division is a key driver in enhancing the UQ student experience, and retention, success, and employability. It has two operational arms: the Student Services Directorate, and the UQ Student Employability Centre. The Division also manages the University’s day-to-day relationship with UQU, and student accommodation providers, and works with UQ Health Care to ensure medical service provision for students. In response to feedback that various and disparate services across UQ can be difficult to navigate, the Division is seeking to take an holistic approach to its own services, and subsequently assist more broadly across the University. This role is a new position to begin that process.

The Student Employability Centre is custodian of the UQ Student Employability Strategy, and co-ordinates and promotes the distinctive features of the UQ student experience including the ‘UQ Employability Award’, leadership, global mobility and undergraduate research experiences, and provides supports to enable students to translate, articulate and transfer these experiences into the workplace.

The objective of the Student Services Directorate is to provide a range of services and support functions that enhance the student experience and assist in ensuring student success.

The current initiatives run by Student Services fall into a number of areas:

- Advice Teams | The focus is on enabling student success through providing general and specialist support including accommodation, disability and inclusion, general welfare and international student advice.
- Learning Development Team | The focus is on supporting student success through online, group and one to one initiatives to enhance academic and learning skills for students.
- Counselling Team | The focus is on providing an opportunity for enrolled students to access professional counselling so that they may better develop and fulfil their personal, academic and professional potential.
- Student Experience Teams | The focus is on delivering projects that help students make connections and partnerships that enhance their experience at UQ. The work of this team will provide opportunities for students to build a sense of belonging and support within UQ.
Services are delivered across the St. Lucia, Gatton and Herston campuses.

Information about the Directorate may be accessed on the Student Services web site at http://www.uq.edu.au/student-services

**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**

To manage and organise the service support functions and activities of Student Services. This includes the recruitment, training and scheduling of staff to ensure the objectives are met. The role will also liaise with stakeholders and colleagues as required.

**Duties**

Duties and responsibilities include, but are not limited to:

- Providing supervision and dynamic leadership to the Service Support Officer team to support efficient delivery of services across the division.

- Identifying areas for development within the team and individuals, ensuring adequate training and planning.

- Developing and monitoring standards of service performance in consultation with other managers in the division, ensuring key performance indicators are met.

- Managing feedback and input from students and colleagues in the division in order to develop and improve the activities of the Service Support Officer team.

- Managing and maintaining information in relation to reporting and enquiries to ensure that this is used in the improvement of service delivery.

- Create, maintain and develop effective relations across the University and effective working relationships with cognate sections.

- Undertaking projects as directed by the Director to support strategic initiatives identified by the Student Affairs Directorate.

- Any other duties as reasonably directed by your supervisor.
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, Service Improvement.
SELECTION CRITERIA

**Essential**

- Completion of a degree with subsequent relevant experience or extensive experience and specialist expertise or broad knowledge in the administrative field and/or an equivalent combination of relevant experience and/or education/training.
- Effective skills in leading and developing a team.
- Ability to adapt, innovate, and solve problems.
- Excellent organizational skills and attention to detail and ability to deliver results, prioritise own workload, work independently and meet tight deadlines.
- Excellent interpersonal skills including the ability to communicate effectively with stakeholders across all modes and methods.
- Ability to correctly interpret and apply policies and procedures.
- Experience and proficiency in a wide range of computer applications (particularly Microsoft Excel, Word and PowerPoint).
- Demonstrable interpersonal skills with experience of developing and maintaining strong professional relationships.
- A high degree of professional judgement is required along with the ability to analyse risks and recommend and implement corrective action.

**Desirable**

- Experience and/or training in a human services, service provision environment.
- Experience in managing or supervising staff and demonstrable experience, motivating and managing staff in changing environments.
- Knowledge or ability to rapidly acquire knowledge of the higher education setting and the issues facing students in a learning environment.

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 central-hr-advisory@uq.edu.au