POSITION DESCRIPTION

Position Title: Placements Officer
Organisation Unit: Student and Academic Administration – Faculty of Medicine
Position Number: 
Type of Employment: Full-time, Continuing Appointment
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 (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.

Faculty of Medicine

The University of Queensland’s Faculty of Medicine is an internationally recognised provider of world-class education and research. The research-intensive Faculty has a gross budget of almost $300 million, employs approximately 1000 continuing and fixed-term staff (headcount), has a community of more than 4000 non-salaried academic appointees and around 3200 students (headcount).

The Faculty of Medicine offers Australia’s largest medical degree program for graduates and school-leavers. Undergraduate and postgraduate programs are available in the disciplines of Medicine, Health Sciences, E-Health, Mental Health, Biomedical Sciences and Public Health.

The Faculty possesses enormous strengths spanning research, teaching, industry engagement and clinical practice in disciplines ranging from the basic sciences, biomedical research and development, to clinical trials and public health. Research projects within the Faculty have already led to discoveries with far-reaching social and economic impacts, including the revolutionary Gardasil (TM) vaccine for cervical cancer (Professor Ian Frazer) and a drug discovery EMA401 (Professor Maree Smith), a first-in-class oral treatment for chronic pain which through Spinafex Pharmaceuticals led to Australia’s largest biotechnology commercialisation deal. Faculty staff include three highly cited authors, one Fellow of the Royal Society (FRS), three Fellows of the Australian Academy of Science (FAA) and 12 Fellows of the Academy of Health and Medical Sciences (AAHMS). The Faculty is a core member of Brisbane Diamantina Health Partners, the Brisbane-wide academic health science system.

Educational offerings in biomedical sciences, medicine and public health are informed and supported by research activity across a range of fundamental and clinical areas of importance including recognised strengths in cancer, skin diseases, brain and mental health, maternal and child health and genomics. Cutting-edge facilities such as the Herston Imaging Research Facility (HiRF), the UQ Centre for Clinical Research (UQCCR), our laboratories in the Translational Research Institute (TRI) and the new Centre for Children’s Health Research (CCHR) enable outstanding research outcomes and sharpen our understanding of cancer, autoimmunity, mental disorders, infectious diseases and neurological disease. Further details are available at www.medicine.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 provide high quality customer service and administrative support with regard to matters relating to student placements in the Faculty of Medicine programs. 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 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 accurate and timely information and advice to staff and students related to student placements in the Faculty in accordance with University rules, policies and procedures
- Liaise with program directors, course coordinators and clinical units to coordinate student placements
- Allocate students to placements based on a variety of methods including self-arranged, student preferences and interviews
- Process incoming elective applications and liaise with the Clinical Units to facilitate appropriate placements
- Develop and maintain accurate records of student placement agreements
- Utilise corporate and bespoke software systems used by the Faculty of Medicine to perform placement related tasks, and be committed to using new systems as they are developed
- Assist in the development and implementation of standard operating procedures related to student placements
- Assist with the implementation of strategies and work practices which will improve the work flow, efficiency and effectiveness of the Faculty Student Placement area
- Collaborate and liaise with colleagues from Clinical Units, other faculties, schools and central administration sections on specific student placement matters
- Assist with reviewing and managing the accuracy of information in University databases, websites and publications (e.g. guidelines), including Faculty websites and UQ Answers
- Act as secretary to committees and working groups, including the preparation of agendas and minutes.
- Generate reports from information management systems
- Provide on-site support to Clinical Units and other Faculty areas, as required
- Act as Senior Placements Officer, as required
- Any other duties as reasonably directed

Location and Travel

- The Faculty of Medicine is based at the Herston campus, some travel between campuses and other locations may be required.
**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**

This position reports to the Senior Placement Officer.

**SELECTION CRITERIA**

**Essential**

- Completion of an undergraduate degree or an equivalent combination of experience in student administration and/or education/training;
- Knowledge and understanding of University policies and procedures in the area of student, academic and placement administration;
- A sound understanding of key administrative processes relevant to the student placements for both undergraduate and postgraduate coursework students;
- Well-developed interpersonal skills, including the ability to communicate effectively, handle sensitive and confidential matters, negotiate successful outcomes and work effectively as a team member;
- Demonstrated commitment to and enthusiasm for the provision of excellent client service;
- Excellent written and verbal communication skills with the ability to provide accurate, clear and consistent advice on policy and procedural matters;
- Strong organisational skills, and demonstrated ability to prioritise own workload, meet deadlines and work with a high level of accuracy and attention to detail;
- Demonstrated problem solving skills using judgement and reasoning in interpreting situations and providing accurate and consistent advice, particularly in relation to student rules and associated policies and procedures;
- High level of computer proficiency with experience in the use of a wide range of computer applications in a network environment;
- Ability to exercise initiative and judgment and to work independently and autonomously;
- Ability to prioritise competing work demands in a high volume environment, work independently and meet deadlines;
- An empathy with and ability to communicate with staff and 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, InPlace, 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 the contact person listed in the job advertisement.