POSITION DESCRIPTION

Position Title: Administration Officer (Operations)
Organisation Unit: ICTE
Position Number: NEW
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 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 $11 billion+ (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 Institute of Continuing & TESOL Education (ICTE) is a highly recognised and acknowledged provider of TESOL, Continuing Education and International Development projects and programs both in international and national contexts. ICTE activity includes the delivery of a wide range of English pathway programs, teacher training and international continuing education programs to more than 6500 international students, teachers, professionals, business personnel and visitors from over 105 countries annually. The Institute’s international development activity is extensive with delivery of more than 500 projects and programs in 80 developing countries throughout the Pacific, South-East Asia, the Indian sub-continent, and Africa. The Institute is involved in online training delivery and offshore training provision across the Institute’s extensive network of government, institutional and corporate partners. Project, course and program delivery is also supported by the provision of test administration, including the IELTS test, and extensive client and student support services.

The Institute is one of three divisions reporting directly to the UQ Deputy Vice-Chancellor (External Engagement) and works in close collaboration with the UQ International Marketing, Recruitment & Admissions (IMR) and UQ Global Engagement (GE) divisions in contributing to the fulfilment of the University's globalization, internationalisation and continuing education objectives in learning, discovery and engagement.

Information about the Institute may be accessed on the Institute’s website at www.icte.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

This role will be the central point of contact for all room capacity requirements of the Institute and has the primary function to assess room capacity and utilization for the Institute to ensure optimum capacity utilization both current and forecasted. The role will also ensure the provision of effective administrative support for resource allocation into timetable and student management systems (SMSs).

Duties

Duties and responsibilities include, but are not limited to:
• Plan and undertake program timetable data collection and liaise with relevant Institute and UQ Space Management staff to determine specific timetable and resource allocation requirements

• Proactively coordinate data collection, data analytics and enrolment forecasting data to ensure optimum and timely resource management planning is in place so that any potential issues are escalated to supervisor in a timely manner

• Update, create and assign teaching staff, presenters and students to timetables in the Institute timetable system/SMS and produce/publish accurate reports for timetables allocation and room capacity reports for users and managers

• Provide a single client service point-of-contact to stakeholders and centrally coordinate all Institute room booking activity and requirements including on and off-site teaching/assessment activities and meeting room requests

• Maintain the integrity and accuracy of resource allocation and data in the timetable, student management systems and any relevant booking systems

• Contribute to the ongoing improvement of business processes and systems

• Undertake other duties relevant to the position as directed by the Manager Business Services

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 Business Services.
SELECTION CRITERIA

**Essential**

- Completion of a degree or an associate diploma, with at least two (2) years’ relevant work experience; or an equivalent combination of relevant work experience and/or education/training

- Demonstrated experience in preparing class timetables using a software application

- Demonstrated ability to communicate effectively with a range of internal and external stakeholders to achieve positive outcomes and ensure a high level of client service

- Demonstrated analytical skills and a systematic approach to problem solving.

- Ability to work effectively within a team environment, whilst taking full accountability for the efficient delivery of set tasks within agreed timeframes and to agreed service standards

- Strong organisational, planning and time management skills with an ability to prioritise and manage workload, meet deadlines and adapt to changing circumstances

**Desirable**

- Experience working in the international education sector.

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