

POSITION DESCRIPTION

Position Title:	Student Administrative Officer
Organisation Unit:	Faculty of Humanities and Social Sciences
Position Number:	
Type of Employment:	Full Time, Fixed - Term
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 \$11billion+ (see <http://uniquet.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 Humanities and Social Sciences (HASS) is a large, multi-disciplinary Faculty with a broad academic profile, substantial research achievements and a commitment to public engagement. The Faculty is based at the St Lucia campus in the iconic Forgan Smith building, at the heart of the University - The Great Court.

HASS has entered an era of regenerative leadership. Executive Dean Professor Heather Zwicker joined UQ in spring 2018, and brings a fresh vision of interdisciplinary collaboration, public accountability and commitment to the student experience. Many Heads of School are also new to their roles and eager to ensure that HASS continues to be a powerhouse for disciplinary and interdisciplinary research across our Schools, Institutes and Centres, as well as boasting exciting, responsive teaching in a broad range of programs.

The Faculty comprises seven Schools (Communication & Arts; Education; Historical & Philosophical Inquiry; Languages & Cultures; Music; Political Science & International Studies; Social Science), two research Institutes (Institute for Social Science Research; Institute for Advanced Studies in the Humanities), two museums (Anthropology Museum and the RD Milns Antiquities Museum), a Centre for Policy Futures, and several school-based research centres. It also plays host to the Institute for Modern Languages and the Confucius Institute.

HASS has a strong identity and long tradition of innovation and leadership, offering a broad range of programs - including one of UQ's largest, the Bachelor of Arts.

The complementary nature of our disciplines attract a diverse cohort of international and domestic students, with 640 research higher degree students, approximately 1,600 students in postgraduate coursework degrees and close to 7,000 undergraduates.

The Faculty of Humanities and Social Sciences produces nationally and internationally regarded research across its many and varied disciplines. In addition to strong performance with external funding, UQ researchers in humanities and social sciences have won prizes, gained reputations for research excellence, performed exceptionally in the Excellence for Research in Australia (ERA) exercise and in global university rankings, among many other measures.

Our strong performance reflects the quality of world-changing work our researchers are undertaking, with their breakthrough discoveries having a positive impact on society and changing the lives of others around the globe. Visit our [Research Impact website](#) for some of these stories.

HASS proudly claims a large number of Fellows in national disciplinary bodies, including the prestigious Australian Academy of the Humanities, and the Academy of the Social Sciences in Australia.

More information about the Faculty can be accessed at <http://www.hass.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 client focused administrative services to support the University's academic activities in a busy faculty service area.

Duties

Duties and responsibilities include, but are not limited to:

Student Administration

- Provide information and advice on a range of administrative matters to students, prospective students, staff and the general public by telephone, face-to-face, email and online enquiries.
- Process routine requests, documentation and outward bound communications relating to students' progress within the learning environment such as admission, enrolment, scholarships, academic progression, assessment, honours and awards, domestic and international mobility, and graduation.
- Provide relevant information and recommendations to decision makers in relation to student matters in accordance with University rules, policies, procedures and relevant legislation.
- Assist in the development and implementation of standard operating procedures related to student and academic administration.
- Liaise with, and provide support to staff in Schools, Faculties and other organisational units, and external stakeholders, on specific student and academic matters.
- Assist with planning and participate in events such as Open Days, TSXPO and Orientation as required.
- Assist with student enrolment surveillance and government and regulatory reporting processes
- Assist with processes for reviewing and managing the accuracy of information in relevant University databases, websites and publications.
- Provide secretariat support to committees and working groups as required
- Provide on-site support to school based student administration teams as 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

Leave Restriction

Please note, leave restrictions may apply during the periods of peak activity in the faculty and its schools, relating to admission, enrolment, examinations and graduations.

Organisational Relationships

The position reports to the Manager (Student Administration) with day to day supervision and training provide by team leader(s).

SELECTION CRITERIA

Essential

- Qualifications: a Bachelor degree; or completion of an Advanced Diploma qualification and at least two years subsequent relevant work experience; or completion of a Certificate IV and extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Strong organisational skills, and demonstrated ability to prioritise own workload, meet deadlines and work with a high level of accuracy and attention to detail and in accordance with policies and procedures.
- Demonstrated oral and written communication skills and digital literacy skills, with a high level of computer proficiency with software packages such as Microsoft Office (particularly Microsoft Excel and Word).
- Well-developed interpersonal skills, including the ability to communicate effectively, handle sensitive and confidential matters, negotiate effective outcomes and work effectively as a member of a team, or an ability to acquire such knowledge.
- A strong orientation to the provision of a high level of customer service in a high-volume environment.
- Strong problem solving skills, demonstrated initiative, agility and openness to change.
- Ability to understand and apply a range of rules, policies and processes with regard to the regulatory and legislative context.

- Sound understanding of University rules, policies and procedures and experience with using enterprise systems or demonstrated ability to acquire such understanding rapidly.

Desirable

- Relevant experience in student administration in a higher education institution or similar 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.

Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au.