POSITION DESCRIPTION

Position Title: Manager, Student Services (Student Support)
Organisation Unit: Faculty of Business, Economics and Law
Position Number: 1287258
Type of Employment: Full-time, Continuing
Classification: HEW Level 8

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 (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). 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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 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+.

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 Business, Economics and Law (BEL) incorporates three schools – UQ Business School, the Law School and the School of Economics – and three research centres – the Australian Institute for Business and Economics (AIBE) and the Centre for the Business and Economics of Health (CBEH).

With more than 500 staff and 13,000 enrolled students, we are UQ's largest Faculty. Our aim is to engage and build sustainable and mutually beneficial relationships with our students, alumni, industry and government.

We offer students unparalleled opportunities through our wide range of undergraduate and postgraduate programs at the St Lucia campus. We also operate UQ Brisbane City, the University’s premier executive conference, training and events space in the heart of the Brisbane CBD. Home to students and professionals from select postgraduate programs and Executive Education courses, UQ Brisbane City is a unique space where students, alumni and industry can create, connect and innovate.

Our high-achieving students are taught by leaders in their fields, many of whom are renowned researchers and consultants to companies around the world. Students can also connect with the Faculty’s award-winning Student Employability Team to gain industry-relevant skills, experiences and job opportunities.

Our global alumni network encompasses more than 69,000 graduates, and our alumni hold leadership positions in the private sector, in government and with not-for-profit organisations worldwide.

To learn more about the BEL Faculty, please visit https://bel.uq.edu.au.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available online.

DUTY STATEMENT

Primary Purpose of Position

The primary purpose of this position is to provide leadership and management of student administration activities under the guidance of the Student and Academic Administration Manager and Associate Dean (Academic) and to provide ongoing training and support to faculty and school based staff in the management of processes associated with student administration and the effective use of relevant corporate systems.

They will work to oversee the delivery of high quality, timely and accurate student support services.
Duties

Duties and responsibilities include, but are not limited to:

- Lead the Student Experience (Student Support) team by providing advice and guidance.
- Assume overall management and responsibility for the workloads and deliverables of this team, including overseeing the process of staff review and performance appraisals and the professional development of individual staff.
- Initiate best practice strategies in the interpretation and application of the university’s policies and procedures as these relate to student administration.
- Guide and assist staff in the provision of advice to School staff and assist with the resolution of issues as they arise.
- Provide training for the team, and relevant School staff on matters relating to student administration, policy, procedures, and software.
- Provide advice on current student administration issues for the Faculty and its Schools, and on the interpretation, application and inter-relationships of relevant legislation, rules and policies.
- Manage and coordinate administrative aspects of admissions, orientation, enrolment, government reporting, and graduation activities for the Faculty and its Schools within the framework of University rules, policies and procedures.
- Develop, implement and manage processes to review and update relevant information in the student information stream, including study guides, the courses and programs website, and the Faculty website.

Other

- Undertake such other work as directed by the Student and Academic Administration Manager and Associate Dean (Academic) within the scope of the classification as required.
- Represent the Faculty on University working parties, attendance at events, programs, functions and other committees as required. Some outside normal business hours work is required.
- 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 Student and Academic Administration Manager. This position has direct supervisory responsibility for the Student Experience Officers (7 staff members) and indirect supervision of the Student Experience Assistants (3 staff members).
SELECTION CRITERIA

- A postgraduate qualification with extensive relevant experience and/or a combination of relevant experience and/or education/training in academic and student administration.
- Substantial, demonstrated experience in the interpretation and application of university rules, policies and procedures relating to student and academic administration, combined with highly developed analytical skills and the ability to interpret legislation and prepare advice for senior staff and committees.
- Highly developed leadership and management skills and the ability to manage staff in a service-orientated environment.
- Demonstrated high level written and oral communication skills including report writing.
- Demonstrated capacity for innovative problem solving and improvement of university administrative systems and procedures.
- Highly developed interpersonal communication, negotiation, and conflict resolution skills and the ability to work collaboratively within the team, Faculty and across other organisational units.
- Excellent organisational skills and the ability to prioritise tasks to ensure that deadlines are met, whilst demonstrating accuracy and strong attention to detail.
- Exemplary standards of personal integrity and the ability to exercise tact and discretion in dealing with sensitive matters.
- Ability to contribute to the generation of strategic initiatives and policies for consideration by the Faculty Executive Manager and Executive Dean and develop reports in a variety of formats to meet changing needs.

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 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 recruitment@uq.edu.au.