POSITION DESCRIPTION

Position Title: Senior Student Administration Officer
Organisation Unit: Student and Academic Administration - Faculty of Medicine
Position Number: NEW
Type of Employment: Full-time, Continuing Appointment
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 (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 operationalise the Faculty of Medicine student administration function, with a particular focus on Admissions, to ensure delivery of high quality client focused administrative and professional services under the direction of the Coordinator, Student Administration.

Duties

Duties and responsibilities include, but are not limited to:

Student Administration

- Provide detailed, timely and accurate advice and support to students, prospective students and staff on the academic programs offered through the Faculty of Medicine and on matters of policy and procedure;
- Provide advice and support to the Associate Dean (Academic) on student matters and related student appeals and grievances by preparing documentation and written correspondence and providing relevant information and recommendations within the framework of University rules, policies and procedures;
- Operationalise the administrative aspects associated with the admissions to Faculty of Medicine programs, domestic and international as well as undergraduate and postgraduate. This includes postgraduate coursework and honours applications, provisional entry MD student administration as well as the delivery, review and enhancement of multiple mini interviews for the MD program;
- Assist staff with difficult and complex enquiries;
- Operationalise the delivery of outstanding front-line client services, including enquiry management, appointment scheduling, producing identification cards and processing payment of fees and charges;
- Oversee the processing of routine requests, documentation and communications relating to the student lifecycle;
- Coordinate the review of procedures and processes, ensuring they are fit for purpose to maximise efficiency, recommend improvements where identified and implementing agreed change;
- Collaborate and liaise with colleagues from other Faculties, Schools and Central Administration on specific student and academic administration matters;
- Plan and participate in events such as Orientation, TSXPO, UQ Open Day and other events as required;
- Positively engage with and actively contribute to the faculty strategic direction and operational plan;
- Review the accuracy of information in University databases, websites and publications, including study guides, faculty website, UQ Answers and information sheets;
- Provide secretarial support at meetings, committees and working parties as required;
- Prepare, analyse and interpret reports from information management systems;
- Provide on-site support to School based student administration teams as required;
- Deputise for the Coordinator, Student Administration as required.

Human Resources

- Provide day to day supervision of professional staff, including management of work flow, workloads, proactive leave management, general supervision, performance appraisals and associated training and development activities;
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

The position reports to the Coordinator, Student Administration.

SELECTION CRITERIA

Essential

- Completion of a degree with subsequent relevant experience; or extensive experience and specialised expertise or broad knowledge in student administration; or an equivalent combination of relevant experience and/or education/training;
- Detailed knowledge of the University's policies in procedures as they relate to student and academic administration;
- Demonstrated knowledge of the student lifecycle from admission to graduation for both undergraduate and postgraduate coursework students;
- Experience in the supervision and line management of others coupled with the ability to self-manage priorities, exercise sound judgement and support organisational change and decision-making processes;
- High level interpersonal, verbal and written communications skills, including the ability to effectively establish and maintain key stakeholder relationships;
- Proficiency at an advanced level using a range of computer software packages, including student administration databases;
- Well-developed analytical skills and attention to detail to enable accurate interpretation and advice on a range of complex matters;
- Flexibility, reliability and demonstrated ability to work collaboratively in a team environment with the ability to positively influence others;
- Integrity, diplomacy and sensitivity in communicating with a wide range of client groups;
- Demonstrated commitment to and enthusiasm for the provision of excellent client service.
Desirable

- Significant experience using software packages, such as Business Objects, SI-net, Syllabus Plus or the ability to rapidly acquire such knowledge;

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.