POSITION DESCRIPTION

Position Title: Administration Officer
Organisation Unit: Property and Facilities
Position Number: New
Type of Employment: Casual
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 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 Property & Facilities Division (P&F) is responsible for delivering comprehensive facilities operations to the University community by using integrated systems and services to support the University's teaching and learning, research endeavours and strategic objectives. To achieve this, and to further improve the environment in which members of the University community study, work and live, P&F provide a range of services of Campus Operations, Infrastructure and Sustainability, Planning and Property and Project Delivery. The Administration team provide high level support to the Executive and senior management team of Property and Facilities, as well as providing overall support to the broader Property and Facilities Division in all areas of administrative support.

Further information about the Property and Facilities Division may be accessed on the Division's web site at http://www.pf.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 Administration Officer is responsible for providing a high level of administrative and executive support to the Associate Director, Campus Operations in the Property & Facilities Division. This position facilitates the smooth running of administrative activities including managing diaries, arranging meetings, handling of all enquiries, and the collation and distribution of meeting papers including, follow up action and to ensure the effective day-to-day operations of the Administration team.

Duties

Duties and responsibilities include, but are not limited to:

- Take responsibility for the management of a well-organised office.
- Diary management: ensuring the sensitive handling of requests and exercise sound judgement regarding the urgency and confidentiality of all matters.
- Assess incoming correspondence, take appropriate action and respond to routine correspondence. Prepare draft correspondence for consideration on non-routine matters as required.
- Be responsible for the management and monitoring of multiple email accounts, including the Associate Directors inbox, refer correspondence or enquiries for action or advice and ensure timely follow up.
- Ensure privacy and compliance with University policies and procedures for all documentation and correspondence.
• Undertake a secretariat role for meetings as required, including organising meetings, developing minutes/notes and preparing meeting papers.
• Coordinate events, workshops, functions, seminars and visitor meetings as required.
• Coordinate travel arrangements (domestic and international) and associated processes for the Associate Director and other staff and visitors to the University as required.
• Work cooperatively and liaise proactively and effectively with staff within the University and external agencies.
• Be responsible for the document management systems for records ensuring optimal storage and retrieval of files consistent with the protocols of the Central Administration team filing system.
• Be a contributing member of the team on developing procedural guidelines for processes, improving and streaming administration practices to increase efficiency.
• Any other duties as reasonably directed by your supervisor.

Other
• Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
  o the University’s Code of Conduct
  o 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
  o the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
  o 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 Associate Director, Campus Operations.
SELECTION CRITERIA

- Completion of a degree and substantial administrative experience at a senior administration level, or an equivalent combination of relevant experience and/or education/training.
- Exceptional written and oral communication skills with the ability to prepare correspondence, meeting notes and to deal with complex issues with sensitivity and confidentiality.
- Proven ability to undertake complex administrative tasks with accuracy, including the ability to review work practices and update procedures and processes.
- Advanced knowledge of computer applications including Microsoft Office suite of programs with a demonstrated experience in advanced diary management and document retrieval and filing.
- Excellent interpersonal and relationship building skills with the ability to engage effectively with a diverse range of clients’ including senior staff, colleagues, and stakeholders, with demonstrated commitment and capacity to deliver high quality administrative support in a complex and high volume workplace.
- Proven ability to work autonomously with well-developed time management and organisational skills to prioritise tasks effectively, manage multiple tasks, and meet deadlines with a strong attention to detail.
- Demonstrated ability to work co-operatively in a team environment and contribute positively to team operations and relationships, acting with tact, discretion, confidentiality and professionalism at all times.
- Previous experience working in a large, complex organisation, ideally in higher education or the public sector is desirable.

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.