POSITION DESCRIPTION

Position Title: Team Leader, Student Administration
Organisation Unit: School of Social Science
Position Number: 1276753
Type of Employment: Full-time, Continuing
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 (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://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 Faculty of Humanities and Social Sciences (HASS) is a large comprehensive Faculty with a broad academic profile and substantial research achievements. The Faculty Office is based at the St Lucia campus in the iconic Forgan Smith building adjacent to the Great Court of the University. The Executive Dean of the Faculty is Professor Heather Zwicker.

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 new Faculty Centre for Policy Futures, and several school-based research centres. The Faculty is also host to the Institute for Modern Languages and the Confucius Institute. The Faculty offers a broad range of programs to a large cohort of international and domestic students, with 850 research higher degree students, approximately 1,500 students in postgraduate coursework degrees and close to 8,000 undergraduates.

There are over 300 academic staff across the Faculty, making it one of the largest in Australia. One indicator of the Faculty’s standing in the disciplines that we research is membership in the learned academies, where UQ can proudly claim 33 members of the Australian Academy of the Humanities and 50 members of the Academy of Social Sciences in Australia.

Teaching in the Faculty is underpinned by substantial research performance and several specialized fields of research were judged at the highest level (5 ranking) in the 2015 Excellence in Research Australia (ERA) round. These fields include Specialist Studies in Education; Political Science; Cultural Studies; Literary Studies; History and Philosophy of Specific Fields. Overall, HASS returned outputs to 21 disciplinary field codes, where 90% were rated above (4 ranking) or well above world standard (5 ranking). This is indicative of high quality and capacity in research.

These research achievements internationally are reflected in the 2017 Leiden rankings (based on impact, not reputation), where the Humanities and Social Sciences at UQ ranks 16th in the world on the quantum of publications in ranked journals, placing us first in Australia and in the Oceania region (for the full data-set see http://www.leidenranking.com).

The quality of our overall Faculty's performance is also evident in the QS World University Rankings for 2017 which places Social Sciences/Management at UQ at 39th in the world, and Humanities at 50th in the world. This data can be accessed at: http://www.topuniversities.com/faculty-rankings.

More information about the Faculty can be accessed at http://www.hass.uq.edu.au/.
The School of Social Science – comprising the disciplines of anthropology, archaeology, criminology and sociology - is one of the largest Schools of its type in Australia with over 45 academic staff members and around 900 equivalent full-time students including 100 higher degree students. At the undergraduate level, the School manages the Bachelor of Social Science, the Bachelor of Criminology and Criminal Justice (Honours), and also offers majors in each discipline within the Bachelor of Arts, along with an archaeological science major in the Bachelor of Science. The School manages postgraduate coursework programs in Development Practice, Community Development, Museum Studies, and Heritage Management.

Further information can be accessed on the school’s web site at http://www.social-science.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 position manages the School’s student and academic administration, and the staff in this area. The team undertakes administrative duties for managing undergraduate and postgraduate courses and programs, providing associated support to students and academic staff, as well as supporting engagement with current students and for student recruitment activities.

Duties

Duties and responsibilities include, but are not limited to:

**Academic and Student Administration**

- Provide advice and support on academic issues to relevant committees, heads of disciplines, program directors, and school manager in regard to school, faculty and university rules, policies and procedures.
- Provide secretariat services and support to the Teaching & Learning Committee (TLC). This includes preparing agendas and minutes, organising workshops, running reports, and researching information on behalf of the Chair.
- Coordinate program/course rules changes and new course/program proposals by liaising with heads of discipline and program directors. Prepare Board of Studies (BOS) submissions for the relevant Faculty and coordinate approval by the TLC and School Executive.
- Oversee the administration of student and academic administration tasks provided by team members, including maintenance of grades, examinations, program support (including honours), Electronic Course Profiles (ECPs), student evaluations, prizes and scholarships, and online applications, providing direction and supervision to staff on these tasks.
- Provide accurate and timely advice to students and prospective students on degree programs and courses offered by the School, on academic progression and other matters associated with academic performance.
• Liaise with Faculty staff and University Admin regarding matters of academic/student policy and administration.

• Coordinate the processing and maintenance of information related to student administration on SI-Net in accordance with University guidelines.

• Responsibility for the coordination and input of data for the academic timetable using Syllabus Plus.

• Provide support, and oversee team member input, for academic program reviews and liaise with the Faculty for guidance on requirements and the provision of data.

• Ensure that the published information on the school's academic programs is correct in print and on the web.

• Oversee the organisation of events for current students such as orientation sessions, Futures Forums.

• Liaise with faculty marketing staff and coordinate School involvement in student recruitment events, including Open Day, TSXPO, Careers that Shape Your World, and the Young Scholars Program.

• Proactively seek content for our Level 1 TV screen, using it as a marketing tool to promote school activities. Set up systems to ensure material is kept up to date, with information on old events being removed on time, and supervise the work of other staff who upload and update content.

**Supervision of Staff**

• Lead and manage the student administration and front office team – monitoring performance and managing workloads, motivating staff to improve performance where required; conducting performance appraisals; identifying training needs and ensuring these are met.

**School Administration**

• Manage the day-to-day operations of the School’s Main Office.

• Oversee the maintenance of School email distribution lists with the professional staff members responsible for each list, and coordinate twice-yearly audits.

• Coordinate the monthly updating of the School’s staff contact details list and the digital signage by the Student Admin Assistant, and the postgrad students contact details list by the HDR Liaison Officer.

• Assist the School Manager by coordinating the periodic updating of the School’s Operations Manual, contributing content and obtaining input from others. Manage the compiling, formatting, and consistency of the Manual.

• Coordinate the annual updates of School information (eg Who’s Who page, Committee Terms of Reference, Orientation Manuals for new staff and students).

• Other duties as required by the School Manager.
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 School Manager, and supervises the following staff:

- HEW 5 Student Administration Officer
- HEW 4 Student Administration Assistant
SELECTION CRITERIA

Essential

- Completion of an undergraduate degree with subsequent relevant work experience, or an equivalent combination of relevant experience and/or education/training.

- Significant knowledge of, and university experience in, academic and student administration, along with a demonstrated ability to rapidly acquire an understanding of the School’s academic programs and courses.

- Experience in the supervision of staff and in successfully leading a team.

- Highly developed organisation and time management skills, and the ability to meet deadlines. Must have a flexible approach to work and be able to deal with the peak periods of the academic year.

- Demonstrated excellent interpersonal, written and verbal communication skills with the ability to deal effectively with people at all levels and to work collaboratively with colleagues.

- Excellent computing skills with
  - Proficiency in Microsoft Office (Word, Excel, Powerpoint, Outlook)
  - The ability to use systems relevant to this position, and to design and run reports as required.

- Ability to exercise initiative and good judgement, with a commitment to accuracy and attention to detail.

- Demonstrated commitment/willingness to provide a high level of customer service to staff, and current and prospective students, and to ensure that the team works hard to provide this.

Desirable

- Experience in using University systems: Si-net (student administration system), Syllabus Plus (timetabling system), and Reportal (Business Objects).

Vaccinations and Immunisation

It is a condition of employment for this role that if you are required now or in the future, to work or interact in Queensland Health clinical facility; or in an equivalent clinical health facility; or health care role; or will be required to perform work tasks that put you at risk of exposure to vaccine-preventable disease you are required to be immunised against, and remain immunised against, certain vaccine preventable diseases (VPDs) in accordance with the University’s Vaccinations and Immunisation Guidelines (PPL 2.60.08). The employee is required to provide evidence of immunisation against VPDs.

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