POSITION DESCRIPTION

Position Title: Coordinator, Student Administration
Organisation Unit: Student and Academic Administration – Faculty of Medicine
Position Number: 3042804
Type of Employment: Full-time, Fixed term for 12 months
Classification: HEW Level 7

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

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 $330 million of the total $2.0B UQ budget. The Faculty employs over 1000 of the 6,600 UQ staff total, with a community of more than 4,200 non-salaried academic appointees and around 3,200 students.

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 Spinifex 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 online.
DUTY STATEMENT

Primary Purpose of Position

The primary purpose of this position is to co-ordinate the Faculty of Medicine student administration function to ensure delivery of high quality client focused administrative and professional services to support the University’s student administration activities under the direction of the Manager, Student Administration.

The position is also responsible for providing ongoing training and support to Faculty staff in the management of processes associated with student administration and the effective use of relevant corporate systems.

Duties

Duties and responsibilities include, but are not limited to:

Resource Management

- Provide day to day supervision to professional staff in the faculty’s student administration team, including management of work flow, workloads, proactive leave management, general supervision, performance appraisal processes and associated training and development activities;
- Develop, implement and maintain an effective staff training program, including induction, and procedural documentation for student administration staff across the Faculty and Schools; and
- Manage the provision of on-site support to school based student administration teams as required, such as during periods of staff absences in Schools/Teaching Units.

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;
- Oversee the response to difficult and complex enquiries and co-ordinate the provision of advice and support to the Associate Dean (Academic) on student matters by obtaining and analysing relevant information and policies/rules and formulating appropriate recommendations accordingly;
- Provide advice on current student administration issues for the Faculty, and on the interpretation, application and inter-relationships of relevant legislation, rules and policies;
- Coordinate the operational aspects of admissions (including multi-mini interviews and MD provisional entry pre-requisites), enrolment, progression, and graduation activities for the Faculty within the framework of University rules, policies and procedures;
- Develop and co-ordinate student enrolment surveillance and government reporting processes in the Faculty and its Schools;
- Manage and participate in events such as Orientation, TSXPO, UQ Open Day and other events as required;
- Manage the review of procedures and processes, ensuring they are fit for purpose to maximise efficiency, recommend improvements where identified
and implementing agreed change;

- Undertake investigative research on, and analysis of, key topics of interest to the Faculty to assist in future planning decisions;
- Prepare, analyse and interpret reports from information management systems;
- Ensure effective and efficient use of resources including staff resources and corporate and bespoke information systems;
- Develop, implement and manage processes to review and update relevant information in University databases, websites and publications, including study guides, faculty website, UQ Answers and information sheets;
- Collaborate and liaise with colleagues from other Faculties, Schools and Central Administration on specific student and academic administration matters;
- Keep the Manager, Student Administration fully informed about the activities and issues related to the day-to-day operations of student administration; and
- Manage communication between Faculty and Schools/Teaching Unit on operational issues related to student administration to ensure staff are fully informed about current operational matters and relevant legislation, rules and policies.

**General Administration**

- Act as secretary to committees and working groups, including the preparation of agendas and minutes and undertaking research into matters considered by the committees and working groups, as required;
- Deputise for the Manager, Student Administration as required;
- Represent the Faculty on University working parties and other committees as required;
- Attend events, programs and functions, during as well as outside normal business hours as required; and
- Assist in other activities of the Faculty as required.

**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 Manager, Student Administration.

SELECTION CRITERIA

**Essential**

- A degree with at least 4 years subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training.
- A strong understanding of policies, rules and key administrative processes relevant to the student lifecycle from admission to graduation for both undergraduate and postgraduate coursework students;
- Experience with supervising staff in a high volume, service orientated environment, including the planning, organising, performance management, recognition and development of staff.
- Substantial, demonstrated experience in the interpretation and application of university rules, policies and procedures relating to student and academic administration.
- Demonstrated high level written and oral communication skills including analysing information and data critically, report writing and preparing advice for senior staff and committees.
- Demonstrated capacity for identification and analysis of issues, innovative problem solving and improvement of administrative systems and procedures.
- A flexible approach to problem-solving to meet changing requirements.
- Experience in use of computer based student information systems.
- Ability to work under pressure and manage competing priorities as well exhibit initiative and sound judgement in challenging situations.
- Highly developed interpersonal communication, negotiation, and conflict resolution skills.
- The ability to work collaboratively and effectively within the team and across other organisational units.
- 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 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.*