POSITION DESCRIPTION

Position Title: Senior Administration Officer
Organisation Unit: Business Enhancement Project, Academic Services Division
Position Number: 2 x New Positions
Type of Employment: Fixed Term Until 24 December 2019
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 (45), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). UQ again topped the nation in the prestigious Nature Index, and our Academic Ranking of World Universities result in the field of Life and Agricultural Sciences is 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.

Organisational Environment

The Academic Services Division has primary responsibility for the delivery of student focused administrative functions and contributes to student-related policy development. The Academic Services Division (ASD) led by the Academic Registrar, has responsibility for the functions of Academic Policy and Programs; Admissions; Examinations; Student Centres; Student Complaints and Grievance Resolution; Student Fees and Scholarships; Student Progression and Teaching Space Management. The Division provides high quality administrative and professional services in support of the University’s academic activities.

Sections within ASD include:

- **Academic Policy and Programs** - provides administrative support for teaching and learning activities through a range of services that support academic decision-making processes, information provision and dissemination.
- **Admissions** – administer the University’s Admission Rules for the admission of undergraduate applicants through the Queensland Tertiary Admissions Centre (QTAC), respond to prospective student enquiries concerning University programs, admissions requirements etc. and are involved in the production of the QTAC Guide and Entry Options;
- **Examinations** – manage all aspects of the centrally coordinated examinations process and contribute to the development of assessment policy;
- **Student Centres** - Student Centres are located on the St Lucia, Gatton and Herston campuses and provide advice on student enquiries across a broad range of University activities;
- **Student Complaints and Grievance Resolution** – provides coordination and support for the University’s grievance, appeal and misconduct processes
- **Student Fees and Scholarships** – provides a centralised student fee and scholarship service, including administration of approved student fees and the University’s Senate approved financial awards (scholarships, bursaries and prizes) and provision of student fees and scholarships advice to clients and for policies, systems and publications;
- **Student Progression** – coordinate conferrals and graduation ceremonies; manage the process for academically at-risk students in accordance with the Academic Progression procedures; provide advice and support for student enrolment;
- **Teaching Space Management** – provides administrative support for the effective management of centrally controlled teaching facilities and coordinates the production and publication of the class timetable;
- **Business Enhancement Project Team** – reports directly to the Deputy Director, Academic Services and is responsible for the identification and nurturing of business enhancement opportunities and monitoring and highlighting of policy and procedural issues and compliance.

Information about the Division and the Directorate may be accessed on the ASD web site at http://www.asd.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 position provides high level support to the Business Enhancement Project team within the Academic Services Division, tasked with developing and nurturing business improvement initiatives and activities, particularly in relation to digitisation and automation.

The position reports to the Manager of Business Enhancement, who in turn reports to the Senior Manager Business Enhancement. The position will have day-to-day contact with the ASD projects team as well as the ITS developers tasked with implementation technical solutions.

Duties

Duties and responsibilities include, but are not limited to:

- Work with relevant stakeholders to develop an analysis of existing business procedures with a view to establishing enhanced processes and project requirements.
- Assist in developing acceptance criteria and perform user acceptance testing to ensure thorough and rigorous validating of solutions.
- Effectively describe bugs and defects from testing.
- Contribute to business readiness and change management activities including the drafting of training and support materials, maintaining accuracy of available information, and stakeholder communication.
- Develop strong working relationships with project team members and relevant stakeholders across the university.
- Provide (business-specific) production support to students and staff while enabling self-help where possible.
- Contribute to the development and ongoing monitoring/highlighting of policy and procedural compliance to help inform future streamlining.
- Other duties as 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, Business Enhancement.

SELECTION CRITERIA

Essential

- Completion of a degree with subsequent relevant experience or an equivalent combination of relevant experience and/or education/training.
- Well-developed skills in the use of current technology and software packages, particularly workflow tools, spreadsheets and databases.
- A thorough knowledge of the University’s structure, policies and procedures, or an ability to acquire such knowledge rapidly.
- Strong problem-solving skills and analytical expertise with the ability to identify and propose workable solutions.
- Excellent interpersonal, verbal and written communication skills, including a demonstrated ability to write with clarity and precision.
- Demonstrated effectiveness in and commitment to outstanding service delivery.
- High level accuracy and excellent attention to detail.
- Proven ability to build and maintain productive working relationships including working in collaboration with other organisational units and functions.

Desirable

- Relevant experience in student administration in a higher education institution or similar environment.

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