POSITION DESCRIPTION

Position Title: Student and Academic Support Officer
Organisation Unit: School of Health and Rehabilitation Sciences
Position Number: 3037113
Type of Employment: Continuing, Full Time
Classification: HEW Level 4

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.

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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 Health and Behavioural Sciences**

The Faculty of Health and Behavioural Sciences is a strong faculty that has a coherent focus on health and well-being underpinned by a clear integrative theme related to preventive health and behaviour change. Furthermore, the Faculty provides the opportunity for the allied health sciences to have a strong voice and great visibility within the University.

The Faculty currently includes:

- School of Dentistry
- School of Health and Rehabilitation Sciences
- School of Human Movement and Nutrition Sciences
- School of Nursing, Midwifery and Social Work
- School of Pharmacy
- School of Psychology
- Centre for Youth Substance Abuse Research (CYSAR)
- RECOVER Injury Research Centre
- Queensland Alliance for Environmental Health Sciences (QAEHS)
- Centre for Business and Economics of Health (CBEH)
- UQ Poche Centre for Indigenous Health
- Southern Queensland Rural Health (SQRH)

More information about the Faculty is available at: [http://habs.uq.edu.au/](http://habs.uq.edu.au/)

**School of Health and Rehabilitation Sciences**

The School of Health and Rehabilitation Sciences was established in 1994. The constituent disciplines of the School are Audiology, Occupational Therapy, Physiotherapy, and Speech Pathology. Undergraduate programs are available in Occupational Therapy, Physiotherapy and Speech Pathology with graduate entry programs available in all disciplines. Each discipline also offers a number of postgraduate coursework and higher degree research programs. Each of the undergraduate degree programs is of four years’ duration and includes both preclinical and clinical study offered in an integrated way. Except for the Audiology Program, the graduate entry programs are accelerated programs completed over five to six semesters.

Considerable emphasis is placed within the educational programs on problem solving and diagnostic decision-making and students are guided in the processes of systematic and holistic assessment and the selection and effective implementation of management approaches. Each discipline prepares students to operate within the health, education and related systems and to contribute meaningfully to team efforts. Teaching to multidisciplinary
groups within the School paves the way for interdisciplinary involvement in client care and interdisciplinary research. Students within each of the four disciplines gain supervised professional experience as part of their academic program and on completion of their degree; graduates are ready for immediate entry to their profession. The School operates client-oriented clinics to support the teaching and research activities of the School and to provide a service to the community.

All disciplines within the School of Health and Rehabilitation Sciences are active in research and are making significant contributions to the advancement of knowledge in their professions. Students within the School of Health and Rehabilitation Sciences gain supervised professional experience as part of their academic program and on completion of their degree, graduates are ready for immediate entry to their profession.

The Student and Academic Support Unit (SASU) is a team of nine and the touch point for all 1,800 enrolled students, providing a range of services from responding to enquires from prospective and current students to providing support in student and academic administration. The Unit provides support to School academic staff by way of program administration support. The team is committed to providing outstanding support and service in all aspects of the university experience.

Further details about the School and its activities may be accessed on the School’s web site at http://www.shrs.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 role of Student and Academic Support Officer is to work in a team that provides a first point of contact for all prospective, current, and past student enquires (and some general enquiries) and to respond to these in a helpful and timely manner. The position also provides administrative support in student and academic administration.

Duties

Duties and responsibilities include, but are not limited to:

Administration

- Manage all email, telephone and face-to-face enquiries to the main reception counter, the School enquires email, the Customer Relationship Management (CRM) system and the primary School telephone numbers.
- Manage the receipt and processing of all student documentation pertaining to the School’s and UQ’s policy and program requirements, including the receipt and distribution of the School’s student paper based assignments.
- Manage and process student requests pertaining to enrolment, assessment and clinical placement matters utilising UQ’s corporate systems such as SI-net (PeopleSoft), OLA (UQ’s online application system), InPlace and Unitask.
- Assist the Team Leader in the admissions process for postgraduate applications.
- Undertake examination invigilation and collation of examination materials.
- Provide administrative and support services to academic staff.
- Undertake a range of office and administrative duties such as ordering stationery, mail distribution, photocopying and binding of student materials.
- Manage the loan register of School equipment for teaching use.
- Manage requests for non-teaching related room bookings with a Calendar system.
- Complete past and current student’s applications for overseas professional registration bodies and Blue Card applications for current students.
- Assist with organisation of School student functions (such as seminars and workshops) and other significant School events and student engagement projects.
- Provide reception and administration relief for the Head of School Office as required.
- Other duties as directed that fit with the job family and classification of the position.

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 Team Leader, Student and Academic Support Unit, School of Health and Rehabilitation Sciences.

SELECTION CRITERIA

Essential
- Completion of a Certificate IV or diploma level qualification or an equivalent combination of relevant experience and/or education/training.
- Demonstrated ability to manage and process a varied and high volume of administrative work with specified deadlines.
- Knowledge of University policies and procedures that relate to student administration or the ability to rapidly acquire such knowledge.
- Demonstrated experience of providing frontline advice to stakeholders, and a commitment to and enthusiasm for the provision of excellent client service.
- Demonstrated ability to work effectively in a team environment where administrative based work and tasks are shared responsibilities.
- Have good judgement to differentiate between matters which can be dealt with routinely and those requiring involvement from a more senior or specialised administrator.
- High level of interpersonal and written and verbal communication skills, and the ability to liaise effectively.
- High level of computer competency including the ability to use databases, Microsoft Office suite of programs, and corporate systems.

**Desirable**

- Previous exposure to The University of Queensland corporate systems; SI-net (PeopleSoft), OLA (UQ’s Online Application System), Blackboard and use of CRM systems.

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 habs-hr-advisory@uq.edu.au