

POSITION DESCRIPTION

Position Title:	Student and Academic Administration Officer
Organisation Unit:	School of Education
Position Number:	New
Type of Employment:	Full-time, Continuing
Classification:	Hew Level 5

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) is one of Australia's leading research and teaching institutions. For more than a century, we have been bringing together outstanding educators, researchers and innovators – across a range of disciplines – to inspire the next generation and to advance ideas that can benefit the world.

Today, UQ is [ranked among the world's leading universities](#) and we are consistently recognised as one of the top 5 universities in Australia.

Each year, we teach around 55,000 students across 6 faculties, located at our 3 beautiful campuses at St Lucia, Herston and Gatton – as well as online. We aspire to broaden the knowledge and skills of these students, so that they're equipped to achieve their professional goals and make a positive contribution to our society, and the world.

The University is also home to 8 research institutes and more than 100 separate research centres with an interdisciplinary community of more than 1500 researchers, who have come to UQ from all over the globe. This outstanding community of researchers is continuing to build upon UQ's long and proud tradition of discovery science, invention, innovation, translation and commercialisation.

At UQ, we recognise that our people are our greatest asset. As such, we seek to recruit innovative people who are passionate about helping us to advance our mission and broaden our impact.

Our culture is built on the things that we value most highly – the pursuit of excellence; creative and independent thinking; honesty and accountability; mutual respect and diversity; and providing support for our people. Through the promotion of these values, we're creating a culture that encourages our people to bring their very best, authentic self when they come to work at UQ.

Organisational Environment

The Faculty of Humanities and Social Sciences (HASS) is a large, multi-disciplinary Faculty with a broad academic profile, substantial research achievements and a commitment to public engagement. The Faculty is based at the St Lucia campus in the iconic Forgan Smith building, at the heart of the University - The Great Court.

HASS has entered an era of regenerative leadership. Executive Dean Professor Heather Zwicker joined UQ in spring 2018, and brings a fresh vision of interdisciplinary collaboration, public accountability and commitment to the student experience. Many Heads of School are also new to their roles and eager to ensure that HASS continues to be a powerhouse for

disciplinary and interdisciplinary research across our Schools, Institutes and Centres, as well as boasting exciting, responsive teaching in a broad range of programs. Moving forward on equity for Aboriginal and Torres Strait Islander staff and students, and supporting the UQ Reconciliation Action Plan, is a HASS priority.

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 Centre for Policy Futures, and several school-based research centres. It also plays host to the Institute for Modern Languages.

HASS has a strong identity and long tradition of innovation and leadership, offering a broad range of programs - including one of UQ's largest, the Bachelor of Arts.

The complementary nature of our disciplines attracts a diverse cohort of international and domestic students, with 620 research higher degree students, approximately 1,800 students in postgraduate coursework degrees and more than 6,700 undergraduates.

The Faculty of Humanities and Social Sciences produces nationally and internationally regarded research across its many and varied disciplines. In addition to strong performance with external funding, UQ researchers in humanities and social sciences have won prizes, gained reputations for research excellence, performed exceptionally in the Excellence for Research in Australia (ERA) exercise, in global university rankings and is ranked 89th in the Times Higher Education subject rankings for Arts and Humanities, among many other measures.

Our strong performance reflects the quality of world-changing work our researchers are undertaking, with their breakthrough discoveries having a positive impact on society and changing the lives of others around the globe. Visit our [Research Impact website](#) for some of these stories.

HASS proudly claims a large number of Fellows in national disciplinary bodies, including the prestigious Australian Academy of the Humanities, and the Academy of the Social Sciences in Australia.

More information about the Faculty can be accessed at <http://www.hass.uq.edu.au/>

The **School of Education** is consistently ranked as one of Australia's leading research and teaching institutions in the field of education. It has a strong commitment to addressing issues of education and equity in the context of rapid social, economic and cultural change. The School's education programs and research agendas have focused on driving state and national educational innovation and reform.

The School currently offers the following teacher preparation programs: a four-year Bachelor of Education (Primary Years), a range of Bachelor of Education (Secondary) Dual Degrees, a Master of Teaching (Primary) and a Master of Teaching (Secondary). It also offers professional development opportunities via a suite of postgraduate coursework programs and has a vibrant postgraduate research community.

The School's staff are internationally cited and recognised for outstanding work in such fields as sociology and policy studies in education, educational psychology and learning sciences, inclusive education, literacy and numeracy, pedagogy and school reform and leadership.

Further information and details of the research interests of academic staff may be accessed on the school's web site at <https://education.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 primary purpose of this position is the provision of client focussed administrative services to support students, prospective students, and staff in the School of Education. A key focus of the role will be providing support to the timetabling and placement functions and the acquisition of knowledge and skills across the Schools suite of programs under the direction of the Coordinator, Academic and Student Administration.

Duties

Duties and responsibilities include, but are not limited to:

- Assist the Coordinator Academic and Student Administration to coordinate domestic applications for postgraduate programs ensuring timely processing applications and assessment of entry eligibility.
- Support the Coordinator, Academic and Student Administration to coordinate and administer the timetabling of lectures, workshops, seminars and tutorials for the School each semester.
- Assist the Senior Administration Officer (Placements) and placement team when required, to negotiate with providers to attain suitable practicum placements in primary and secondary schools or sites within the metropolitan, regional and remote area districts throughout Queensland which fulfill the requirements of the pre-service teacher and postgraduate programs.
- Respond in a timely and appropriate manner to verbal and written queries to prospective and current students, including enrolment-related matters or placement queries.
- Monitor enrolments and student progression and provide timely advice to ensure program and accreditation requirements are met.
- Liaise with other Faculties, Schools and Central Administration regarding matters of policy and procedures related to student administration.
- Assist in continuous improvement of the School's administrative processes and systems to support the delivery of the School's Operational Plan objectives with an emphasis on service delivery and the customer experience, utilising efficient and effective work practices and creating a comprehensive set of standard operating procedures and sharing knowledge across the professional staff team.
- Assist the Coordinator, Academic and Student Administration to monitor and upload Lantite results and correspond with students with regard to windows of offering.
- Process room and equipment bookings when necessary.
- Attend, participate or arrange information and recruitment events, including Professional Year Orientation, TSXPO, Open day and orientation when required.
- Contribute to the development of a cohesive team, collaborating and sharing information so that staff motivation is at an optimum level to encourage continuous improvement and a strong commitment to the efficient and effective provision of services to the School's clients.
- 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:
 - 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 Coordinator, Academic and Student Administration.

SELECTION CRITERIA

- Completion of an undergraduate degree; or completion of a diploma qualification and at least two (2) years subsequent relevant work experience in an administrative role within a large organisation; or an equivalent combination of relevant experience and/or education/training.
- Hold, or be eligible to hold, a valid Queensland Government BlueCard
- Demonstrated planning, organisational, and problem-solving abilities.
- Demonstrated high-level written and verbal communication skills including the ability to communicate effectively, handle sensitive and confidential matters, with a strong orientation to the provision of a high level of customer service.
- Demonstrated high-level computer skills, including Microsoft suite of programs, and University administrative systems.
- Demonstrated interpersonal skills and capacity to contribute to a positive team environment.
- Demonstrated knowledge and ability to provide advice in the areas of student and academic administration.
- Demonstrated ability to produce work with a high level of accuracy and attention to detail.

Desirable

- Experience in timetabling or the ability to rapidly acquire this knowledge.
- Experience in Professional Experience Placements or the ability to rapidly acquire this 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.