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

The units within the Faculty of Science are internationally recognised and their teaching and research successes create a stimulating environment within which the Faculty staff work. The Faculty is managed by the Executive Dean, who has direct responsibility for the physical, financial and human resources, academic matters relating to programs and students, and a range of other areas such as the development of research, national and international marketing, and enhanced government, business and community links.

The Faculty of Science unites the disciplines of agriculture and animals, biomedical and biological sciences, chemistry, earth sciences, food sciences, geography, marine science, mathematics and physics, planning, the environment and veterinary science.

With strong links between the enabling and applied sciences, UQ is ranked among Australia’s top three research universities for the impact of its ground-breaking projects, addressing today’s global challenges of sustainable energy production, feeding a growing world population, maintaining health and well-being, and managing the impact of climate change on our environment. The units within the Faculty of Science are internationally recognised and their teaching and research successes create a stimulating environment within which the Faculty staff work.

Information about the Faculty and the School may be accessed on the Faculty’s web site at http://www.science.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

This position is part of the Faculty of Science Student and Academic Administration, and the primary purpose is to provide high quality customer service through the delivery of friendly, helpful, accurate, and informative advice and services to students, professional and academic staff. This position will have responsibility for completing a diverse range of administrative processing tasks and associated day-to-day problem resolution and maintenance of administrative systems.

We are offering 4 roles at this time, 3 will be based at St Lucia and 1 at Gatton.
Duties

Duties and responsibilities include, but are not limited to:

- Provide timely and accurate information to students, staff and other stakeholders within the University policies and procedures framework, Faculty guidelines and relevant legislation;
- Process applications and documentation for students in relation to admission, progression, examinations, class-sign on, study abroad, course enrolment, surveillance, and other student administration tasks.
- Undertake academic administration tasks including updating electronic course profiles and Blackboard sites, timetabling, production of exam papers, grade uploads and amendments;
- Assist with the review of procedures and processes, and assist with implementing agreed change;
- Assist with reviewing the accuracy of information in University databases, websites and publications, including study guides, faculty website, UQ Answers and information sheets;
- Provide secretarial support at meetings, committees and working parties as required;
- Represent the University at TSXPO, Courses and Careers Days, UQ Open Day and other engagement activities as required;
- Prepare, analyse and interpret reports from information management systems.

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 Coordinator of Student and/or Academic Administration.

Location and Travel

For St Lucia based positions:
While this position is primarily based at the St Lucia Campus, some travel to Gatton and other Faculty locations may be required.

For Gatton based positions:
While this position is primarily based at the Gatton Campus, some travel to St Lucia and other Faculty locations may be required.
SELECTION CRITERIA

- An undergraduate degree in a relevant area or an equivalent combination of experience and/or education/training.
- A sound understanding of administrative processes relevant to student and academic administration, or the ability to rapidly gain such knowledge.
- Demonstrated ability to establish priorities and meet deadlines.
- High level of attention to detail and accuracy in written work.
- Ability to exercise initiative and judgment and to work independently and autonomously.
- High level written, oral and interpersonal communication skills.
- The ability to work collaboratively and effectively within the team and across other organisational units.
- A strong orientation to the provision of a high level of customer service.
- An empathy with and ability to communicate with students, including those from diverse cultural backgrounds.
- Experience in a tertiary education institution or other large organisation in an area related to student administration would be highly regarded.
- Knowledge of University student computer systems and packages e.g. Microsoft office, SI-net, Business Objects, InPlace and the use of CRM systems would be desirable.

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.