# POSITION DESCRIPTION

**Position Title:** Administrative Officer  
**Organisation Unit:** Global Engagement and Entrepreneurship  
**Position Number:** 3012252  
**Type of Employment:** Full Time, Continuing  
**Classification:** Hew Level 5

## 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 Global Engagement and Entrepreneurship (GE&E) Division, led by the Pro-Vice Chancellor (GE&E), is responsible for leading UQ’s business development activities with UQ’s potential partnerships. In particular, the division leads and oversees the implementation of the University’s strategy to develop specific partnerships with universities, government, research and industry bodies, both in Australia and around the world. Stewardship of the University’s stakeholders is a key enabler for the University’s future success, and this area will be pivotal in ensuring that early stage partnerships are developed to a level of maturity and quality required to then be handed over to other parts of the University for continuity and implementation. The division works very closely with the Research Portfolio to ensure partnerships are nurtured and expectations managed. This office has also been responsible for developing the UQ Entrepreneurship Strategy and manages the strategy implementation across the institution under the Ventures brand. Building entrepreneurship mentor and partner networks to support Ventures activities, and identifying student engagement opportunities are an important part of this office.

The GE&E Division is part of the External Engagement portfolio, which includes Indigenous Engagement, Future Students, Marketing and Communications and Advancement. The organisational units of the International Portfolio have recently been integrated into the External Engagement portfolio. International Student Recruitment, Marketing and Admissions, the Institute of Continuing & TESOL Education now reside within the Future Students unit while Global Engagement sits within the GE&E Division.


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 Administrative Officer assists the Office Manager in providing high-level administrative support to the UQ Global Engagement and Entrepreneurship (GE&E) portfolio.

Duties

Duties and responsibilities include, but are not limited to:

- Distributing University materials and information to sponsors and prospective scholarship recipients.
• Responding to inquiries from a wide variety of internal and external stakeholders for the purpose of providing information, facilitating communication and guidance.

• Filtering and executing email enquires in the IED scholarship & global engagement email accounts.

• Coordinating student mobilisation including pre-arrival processes and provision of information, airport reception, temporary accommodation, OSHC and Australia Awards travel processes (reunion, fieldwork, return home and conference travel).

• Proving administrative support and data entry in OASIS and PeopleSoft including variations, arrivals, travel, family entries, theses submissions, awards, enrolled student status changes, contact details and departures/finalisation details.

• Liaising with third parties (e.g. Allianz OSHC, travel agencies, Department of Home Affairs) in the provision of advice and services as required by the sponsoring agency.

• Ordering equipment, supplies and materials for ensuring the availability of required items to GE&E.

• Responsible for purchasing/invoicing via Unifi system and providing administrative support to the Office Manager.

• Coordinating events/visits and all related requirements including venue, parking and updating calendar.

• Participating in continuous improvement initiatives including student and sponsor satisfaction surveys and working toward industry best practice models.

• Facilitate timely travel, accommodation and financial arrangements for domestic and overseas travel.

• Provide support for other team sections during peak periods, or as requested.

• Perform other duties as requested by the Office Manager GE&E.

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

• Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
  o the University’s Code of Conduct
  o 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
  o the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
  o 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 Administrative Officer reports to the Global Engagement and Entrepreneurship Office Manager. The position has no supervisory responsibilities.
SELECTION CRITERIA

- Bachelor’s degree or an equivalent combination of relevant experience and/or education/training.
- Well-developed organisational and planning skills, with the ability to prioritise, work under pressure and meet deadlines with a minimum of direct supervision.
- High level of accuracy and attention to detail and ability to follow policy and procedures, exercise initiative and make sound judgments.
- Strong interpersonal skills and client service focus with a demonstrated ability to liaise effectively with people from diverse backgrounds and sensitivities and awareness of cultural differences.
- Demonstrated ability to work effectively in a team environment, whilst taking full accountability for the efficient delivery of set tasks within agreed timeframes and service standards.
- High level of computer competency, including Microsoft Office suite of programs, email and Internet.
- Knowledge of the higher education sector, particularly in relation to international education is 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.