POSITION DESCRIPTION

Position Title: Team Coordinator- Student Administration (St Lucia)
Organisation Unit: Office of the Executive Dean, Faculty of Science
Position Number: 3027723
Type of Employment: Full Time, Fixed Term until 3 January 2020
Classification: Hew Level 7

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 (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was 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.

V6.3 May 2018
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 Faculty of Science is recognised as a powerhouse for some of the world's leading scientists, teachers, science programs and commercial outcomes. The Faculty is one of the largest Science groupings in Australia, with approximately 1100 (equivalent full-time) staff, and about 7500 (equivalent full-time) students.

Throughout its Schools and Centres, the Faculty unites the disciplines of agriculture and animals, biomedical and biological sciences, chemistry, earth sciences, food sciences, geography, marine science, maths and physics, the environment and veterinary science.

With strong links between the enabling and applied sciences, UQ researchers and graduates are working on a wide range of groundbreaking projects from the molecular characterisation of drug resistant bacteria that affect piglets through to finding better treatments for illness and rehabilitation of the environment.

Information about the Faculty may be accessed on the Faculty's web site: http://www.science.uq.edu.au/

Diversity and Inclusion

The Faculty recognizes and values equity and diversity, and encourages applications from any individual who meets the requirements of this position irrespective of gender, sexuality, race, ethnicity, religion, disability, age or other protected attributes. The Faculty strives to provide an inclusive working environment, and along with the University is committed to supporting staff with family and caring responsibilities by providing policies, programs and initiatives to help balance work and family responsibilities.

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 to coordinate the delivery of high quality, timely and accurate student administration services for the Faculty of Science St Lucia office, under the direction of the Deputy Manager, Student and Academic Administration. This position is responsible for the supervision of staff in the Faculty office including the management of workloads and development of staff members. This role will also provide advice and assistance in student matters to the Associate Deans (Academic) as well as assist the Deputy Manager and Manager, Student and Academic Administration, in general policy development and review of Faculty procedures. The position will be responsible for the ongoing training and support of Faculty and School based staff in the management of processes associated with student administration, and the effective use of relevant corporate systems.
Duties

Duties and responsibilities include, but are not limited to:

- Provide day-to-day supervision to professional staff in the Faculty’s Student Administration team, including management of workflow, workloads, proactive leave management, general supervision, performance appraisal processes and associated training and development activities.

- Oversee the induction and training of all new staff within the Student Administration team.

- Manage the administrative aspects of admissions, orientation, enrolment, examinations, and graduation activities at St Lucia, within the framework of the University’s rules, policies and procedures.

- Assist with complex student matters, grievances, senate appeals and student misconduct cases as required.

- Assist in the effective and efficient use of resources including corporate and bespoke information systems.

- Provide detailed, timely and accurate advice and support to School, Centre and Faculty student administration staff on matters of policy and procedure.

- Provide advice and support to the Associate Deans (Academic) on complex or difficult student matters by obtaining and analysing relevant information and policies, and formulating appropriate recommendations accordingly.

- Assist with the communication between Faculty and Schools on operational issues related to student administration to ensure staff are kept fully informed about current operational matters and relevant legislation, rules and policies.

- Coordinate the student enrolment surveillance and government reporting processes in the Faculty and Schools.

- Assist with the development, implementation and maintenance of procedural documentation for student administration across the Faculty and Schools.

- Manage the provision of on-site support to School based student administration teams as required, such as during periods of unexpected staff absences in Schools.

- Develop, implement and manage processes to review and update relevant information in the student information stream, including study guides, the courses and programs website and Faculty website.

- Work with the Team Coordinator (Gatton) and Deputy Manager in maintaining and streamlining processes across both campuses.

- Keep the Deputy Manager fully informed about the activities and issues related to the day-to-day operations of student administration.

- Represent the Faculty on University working parties and other committees as required.

- Attend events, programs and functions, during as well as outside normal business hours as required.

- Act as Deputy Manager when required.

Undertake other duties as directed by the Deputy Manager or Manager, Student and Academic Administration.
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

This position reports to the Deputy Manager, Student and Academic Administration, and has direct supervisory responsibility for a number of staff members in the St Lucia office.
SELECTION CRITERIA

**Essential**

- A degree with at least 4 years subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training.
- A strong understanding of key administrative processes relevant to student and academic administration, along with experience in the use of computer based student information systems, or demonstrated capacity to acquire this knowledge.
- Demonstrated high-level written skills including analysing information and data critically, and preparing advice for senior staff and committees.
- Substantial, demonstrated experience in the interpretation and application of university rules, policies and procedures relating to student and academic administration.
- Demonstrated capacity for identification and analysis of issues, innovative problem solving and improvement of administrative systems and procedures.
- Experience with supervising staff in a high volume, service orientated environment, including planning, organising, performance management, recognition and development of staff.
- Highly developed interpersonal communication, negotiation, and conflict resolution skills.
- The ability to work collaboratively and effectively within the team and across other organisational units.
- Ability to work under pressure and manage competing priorities as well exhibit initiative and sound judgement in challenging situations.
- A strong orientation and commitment to outstanding service delivery.

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 science.hr@uq.edu.au