POSITION DESCRIPTION

Position Title: Coordinator, Examinations
Organisation Unit: Examinations and Timetable Services
Academic Services Division
Position Number: 1264491
Type of Employment: Continuing full time
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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). 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 Academic Services Division’s mission is to provide expert information, direction and professional service to support the University’s student and academic activities.

Sections within ASD include:

Office of the Academic Registrar – The Academic Services Division (ASD) led by the Academic Registrar, has responsibility for the functions of Academic Policy and Programs; Admissions; Business Enhancement and Compliance; Examinations and Timetable Services; Student Centres; Student Complaints and Grievance Resolution; Student Fees and Scholarships; and Student Progression.

Academic Policy and Programs - provides administrative support for teaching and learning activities through a range of services that support academic decision-making processes, information provision and dissemination.

Admissions – administer the University's Admission policies for the admission of undergraduate applicants through the Queensland Tertiary Admissions Centre (QTAC), respond to prospective student enquiries concerning University programs, admissions requirements etc. and are involved in the production of the QTAC Guide and Entry Options.

Business Enhancement and Compliance - responsible for identifying and nurturing business enhancement opportunities within the University's student administration function. In line with this, they primarily focus on digitising, automating, monitoring and highlighting policy and procedural issues and compliance.

Examinations and Timetable Services – responsible for all aspects of centrally coordinated examinations and related processes, production and publication of the academic timetable and class allocations; and contributes to the development of policy and procedures relating to assessment and timetabling.

Student Centres - Student Centres are located on the St Lucia, Gatton and Herston campuses and provide advice on student enquiries across a broad range of University activities.

Student Complaints and Grievance Resolution – provides coordination and support for the University’s grievance, appeal and misconduct processes.

Student Fees and Scholarships – provides a centralised student fee and scholarship service, including administration of approved student fees and the University’s Senate approved financial awards (scholarships, bursaries and prizes) and provision of student fees and scholarships advice to clients and for policies, systems and publications.

Student Progression – coordinate conferrals and graduation ceremonies; manage the process for academically at-risk students in accordance with the Academic Progression procedures; provide advice and support for student enrolment.
Information for Prospective Staff

Information about the Division and the Directorate may be accessed on the ASD web site at https://teaching-learning.uq.edu.au/about/academic-services-division.

Information about life at UQ including staff benefits, relocation and UQ campuses is available online.

The incumbent may be required to work outside standard business hours and must be available to work during peak periods; recreation leave may not be approved during peak periods.

DUTY STATEMENT

Primary Purpose of Position

The Coordinator, Examinations will manage a team of staff who provide support for the administration of central examination operations across all campuses of the University, and ensure that examinations are run in accordance with University policy and procedures and approved business practices. The role will provide high quality advice on assessment related policies, in addition to support to the production of the University’s class timetables and class allocation systems and processes. The incumbent will work closely with the Manager, Examinations in continual improvement of examination processes and services, and provide support to operations of the unit.

Duties

Duties and responsibilities include, but are not limited to:

Staff Management

- Lead a team of administration staff to ensure the provision of high quality services to students and staff on all aspects of the responsibilities of the section.
- Manage the induction and training of new administration staff.
- Provide day to day supervision and leadership to team members, and assume overall management and responsibility for their workloads, leave planning, and performance.
- Conduct performance appraisals, identifying staff development and training needs, ensuring upskilling of staff for sufficient coverage during periods of leave, and for current and future operating environments.
- Lead the establishment of a positive culture, coordinating initiatives such as regular staff meetings, regular coaching sessions and staff development opportunities where appropriate.
- Provide guidance and advice on policy, procedures and processes to team members to assist in resolution of issues as they arise.
- Establish and maintain a culture of continuous business improvement within the administration team.
- Provide oversight and advice to the Senior Administration Officer around the recruitment, training and performance management of casual staff.
• Develop and monitor standards of service performance of the administration team in consultation with clients in receipt of such services, ensuring key performance indicators are met.

**Resource management**
• Develop and maintain effective working relationships and consultative networks, both within and external to the university.
• Identify and manage bookings of suitable venues for exam accommodation, both central and non-central teaching space.
• Coordinate the logistics and timelines for set-up and set-down of exam venues, including furniture, equipment, supplies and labour.
• Manage the level of stock and ordering of exam materials (answer booklets etc), to ensure sufficient quantities for each central exam event, and supply to schools.
• Prepare procurement briefs and evaluate tenders for contracts with external providers.

**Financial management**
• Advise the Manager, Examinations on budget formulation, priorities and expenditures, quarterly forecast updates; monitor expenditure against the budget.
• Prepare Standing Purchase Orders based on forecasted expenditure.

**System management**
• Maintain the Exams Management System (EMS), including the set-up and configuration of exam event databases, maintenance, backup and archive of past exam events; monitor the import of data from integrated systems.
• Initial level of problem-solving of system issues; consult with the system vendor on complex issues and system faults.
• Deliver specialised training to EMS users, including maintaining instructional documentation for faculty and school staff.
• Identify opportunities for system enhancements to improve processes and increase efficiencies.
• Coordinate the installation of system upgrades, including reviewing and testing additional features for adoption.
• Provide support to the production of the University’s class timetables and allocation processes.

**Administration**
• Identify opportunities for process improvements, streamlining and automation while overseeing the effectiveness of ongoing business processes for the work undertaken by the Examinations and Timetable Services team.
• Contribute to the development of strategic initiatives, including actively identifying opportunities for policy review and enhancement.
• Provide secretariat support to committees and working groups, including the preparation of agendas, minutes and action items, undertaking investigation and research into matters, as required.
• Undertake specific project work and other duties as reasonably directed by the Manager, Examinations, and Senior Manager, Examinations and Timetabling.
• Deputise for the Manager, Examinations as required.

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
Section relevant Information

Examinations and Timetable Services has leave ban periods in the months of May to July, October to December covering the examination preparation and examination periods, and class timetables. Leave restrictions may also be applicable during April and September covering the mid-semester examination periods.

Organisational Relationships

The position reports to the Manager, Examinations, and supervises a team of 6 members, in addition to a large pool of casual staff.

The position has financial delegation of $5,000, and oversees an annual budget in the amount of $3 million.

SELECTION CRITERIA

Essential

- Completion of a degree with at least four (4) years subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in staff management in a high volume, service orientated environment, including the planning, organising, performance management, and development of staff.
- High level organisational and administrative skills with the ability to work with limited direction; the ability to set and manage competing priorities whilst maintaining high levels of accuracy and attention to detail.
- Proven strategic thinking, analytical and problem solving skills including the ability to conceptualise, establish and implement new initiatives.
- A high degree of professional judgement is required along with the ability to analyse risks and recommend and implement corrective action.
- Highly effective interpersonal and negotiation skills, to manage the expectations of multiple stakeholders, and maintain networks within and external to the university.
- Excellent written and oral communication skills.
- High level competence in the use of a wide range of computer applications in a network environment; experience with databases and management information systems
- Flexibility to work outside of normal hours and on Saturdays during examination periods.

Desirable

- Experience working within a tertiary education environment.
- Knowledge of the University of Queensland’s academic, student and administrative policies and procedures, or the ability to rapidly acquire detailed 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 (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 the contact person listed in the job advertisement.