

POSITION DESCRIPTION

Position Title:	Administration Assistant / Receptionist
Organisation Unit:	School of Nursing, Midwifery and Social Work
Position Number:	3009174
Type of Employment:	Fixed Term Full-Time (1 Year)
Classification:	HEW 4

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.

Faculty of Health and Behavioural Sciences

The Faculty of Health and Behavioural Sciences is a world-class Faculty that has a coherent focus on health, well-being and behaviour change, underpinned by a strong commitment to interprofessional education and interdisciplinary research.

The Faculty presently consists six schools and six research centres, viz.:

- School of Dentistry
- School of Health and Rehabilitation Sciences
- School of Human Movement and Nutrition Sciences
- School of Nursing, Midwifery and Social Work
- School of Pharmacy
- School of Psychology
- National Centre for Youth Substance Use Research (NCYSUR)
- RECOVER Injury Research Centre
- Queensland Alliance for Environmental Health Sciences (QAEHS)
- Centre for the Business and Economics of Health
- POCHE Centre for Indigenous Health
- Southern Queensland Rural Health (SQRH)

More information about the Faculty is available at habs.uq.edu.au.

The School of Nursing Midwifery and Social Work (NMSW)

The School of Nursing, Midwifery and Social Work was established in 2015, as a result of the merging of the School of Nursing and Midwifery and the School of Social Work and Human Services. The School is a leader in the study of nursing, midwifery, social work and counselling, demonstrating excellence through innovative, creative, and dynamic teaching and research, in a vibrant, interdisciplinary, and engaging environment. The School is committed to conducting academic, research and community partnership programs that are recognised for their excellence in contributing to health and well-being in the community. The School is responsible for a range of pre-registration/pre-qualifying programs including the Bachelor of Social Work, Bachelor of Nursing, Bachelor of Midwifery, Bachelor of Nursing/Bachelor of Midwifery dual degree, Master of Nursing Studies, Master of Social Work Studies and the Master of Counselling degrees. It has extensive, well-established partnerships in the hospital, health care, social welfare and disability sectors and a developing cohort of research higher degree students.

In the most recent Shanghai global rankings by subject area nursing at the University of Queensland (UQ) was ranked 4th in the World. In the most recent Excellence in Research Australia (ERA) ratings UQ received the maximum rating of 5 (“Well above World Standard”) in the two fields – 1110 (Nursing, including midwifery) and 1607 (Social Work) of direct relevance to the School. UQ was the only Australian University to achieve that rating in the discipline of social work. Further details about the School and its activities may be accessed on the School’s web site at <https://nmsw.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 role of the position is the provision of administrative support to the School of Nursing, Midwifery and Social Work's office, including support to students and staff. This role will also be responsible for attending the reception and answering or directing relevant queries as required.

Duties

Duties and responsibilities include, but are not limited to:

Reception

- Answering all telephone and counter enquiries.
- Maintaining stationery supplies and placing orders as required including photocopiers and fax machines (paper, toner, paper jams, and report breakdowns).
- Collection and distribution of mail.
- In conjunction with the Senior Facilities and Safety Advisor, maintain the School's key and swipe card register.
- Act as the first point of contact for Facility and Occupational Health and Safety jobs by logging all jobs and providing them to the Senior Facilities and Safety Advisor.
- Maintain room bookings for School as required including Clinical space on campus.

Student and Academic Administration

- With assistance from the Senior Administrative Officer and Student and Academic Admin Manager process student requests for assessment extensions.
- Assist Administration Officers with responding to student enquiries and processing postgraduate coursework applications.
- Determine and refer more complex enquiries to the Student and Academic Administration Manager and make appointments accordingly, or refer students to the relevant School.
- Check and process student enrolments, interruption to studies, and other student-related tasks for final approval.
- Prepare standard letters and other correspondence in relation to student administration and related matters.
- Prepare, edit and format examination papers and upload to Examinations system.
- Provide administrative support for student symposiums and graduations.

- Assist in the preparation of course profiles for undergraduate and postgraduate courses.
- Assist with the development, implementation and maintenance of systems and processes to promote the efficient operations of student service responsibilities for the School.
- Provide assistance to colleagues in the student administration team as required.

Event Management

- Assist Faculty Marketing Team with events and represent the School at such events when required including Open Day, Orientation, and TSXPO etc.
- Assist with the coordination of School functions and Conferences coordinated by the School. Responsible for managing communication with attendees, dealing with correspondence, managing enquiries and visa information etc.
- Other duties as directed by the Head of School, School Manager, Senior Student and Academic Administration Officer or the Student and Academic Administration Manager.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- 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 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 Student and Academic Administration Manager, School of Nursing, Midwifery and Social Work.

SELECTION CRITERIA

Essential

- Completion of a Diploma with relevant work related experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated written communication skills that will enable accurate and effective written communication with varied clients and stakeholders.
- Empathy and ability to communicate with students, including an awareness of cross-cultural differences.
- Demonstrated computing skills, i.e., Microsoft Office suite.
- Experience in dealing with people at all levels of an organisation.

- Demonstrated interpersonal, written and oral communication skills.
- A strong orientation to the provision of a high level of customer service.
- Proven ability to plan, organise and prioritise workloads in order to meet deadlines.
- Demonstrated accuracy and attention to detail.

Desirable

- Knowledge of student administration procedures or an ability to rapidly gain knowledge in all aspects of student administration.
- Prior experience with SI-net or other student administration software.

Additional Information

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.