POSITION DESCRIPTION

Position Title: Student Administration Assistant
Organisation Unit: Faculty of Health & Behavioural Sciences
Position Number: 3033370
Type of Employment: Full Time, Fixed Term until 31 March 2019
Classification: HEW Level 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 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.

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.

**Faculty of Health and Behavioural Sciences**

The Faculty of Health and Behavioural Sciences is a strong faculty that has a coherent focus on health and well-being underpinned by a clear integrative theme related to preventive health and behaviour change. Furthermore, the Faculty provides the opportunity for the allied health sciences to have a strong voice and great visibility within the University.

The Faculty currently includes:

- 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
- Centre for Youth Substance Abuse Research (CYSAR)
- RECOVER Injury Research Centre
- Queensland Alliance for Environmental Health Sciences (QAEHS)
DUTY STATEMENT

Primary Purpose of Position

This position will work across a range of student and academic administrative functions in the Faculty of Health and Behavioural Sciences as well as the School of Nursing, Midwifery and Social Work. The primary purpose of the role is to be the first point of contact at the student enquiry counters at both units. Duties include coordinating initial responses to student enquiries via phone, CRM and counter, processing clinical placement requirements and assisting with other student administration activities as required.

Duties

Duties and responsibilities include, but are not limited to:

Student and Academic Administration

- Act as the first point of contact, located at the Faculty and School enquiry counter, responding to email, telephone and counter enquiries. Monitor enquiry email and Customer Relationship Management (CRM) system.
- Assist Administrative Officers with responding to student enquires, referring more complex enquiries accordingly.
- Coordinate student submissions of clinical pre-placement requirements. This will include updating the re-placement information provided to students, monitoring student submissions through Blackboard, recording submissions and expiry dates on a database and filing student records in TRIM (electronic records and management system).
- Monitor placement requirement database to identify students whose placement requirements have not been submitted or have expired. Notify students or academic staff accordingly.
• Provide assistance to the Postgraduate Administrative Officer with postgraduate applications and applications for credit.
• Provide assistance across a broad range of student administrative functions to assist with peaks in workload.
• Assist with accreditation activities – for example arrange travel for external panel members, arrange meetings, format reports.
• Assist and support student events, student council and alumni activities.

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 Senior Student Administration Officer, Faculty of Health and Behavioural Sciences.

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 skills and a demonstrated capacity to contribute to a positive team environment.
• 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.
• Prior experience with SI-net or other student administration software.

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 Lloyd Swift, HR Advisor, Faculty of Health & Behavioural Sciences on habs-hr-advisory@uq.edu.au.