**POSITION DESCRIPTION**

Position Title: Administrative Officer  
Organisation Unit: UQ International  
Position Number: 1271543  
Type of Employment: Full-Time, Fixed-term  
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 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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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.

**Organisational Environment**

UQ’s Global Strategy is embedded in the UQ Strategic Plan across discovery, engagement and learning. Our successful global profile is the result of forging strategic partnerships with people and organisations across industry, government, sponsorship, philanthropy, alumni, higher education and research. In support of the University’s Global Strategy, the major functions of UQ International are:

- Identification and development of strategic international initiatives
- Developing and managing key global engagement priorities
- International marketing and promotion, including student recruitment
- International student admissions

**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](http://www.uq.edu.au/current-staff/working-at-uq)

**DUTY STATEMENT**

**Primary Purpose of Position**

To provide administrative support to the International Admissions Section, particularly in relation to supporting the activities of the Admissions Assessment Team.

**Duties**

Duties and responsibilities include, but are not limited to:

**Client Service**

- Providing advice and assistance to students and/or clients that is timely, accurate, and up-to-date, referring enquiries as appropriate;
- Provide high-quality, client-focused reception services, including answering email, telephone and face-to-face enquiries from a diverse client group;
- Accurate and timely processing of email enquiries received from internal and external clients of UQ International;

**Finance and Systems**

- Accurate and timely processing of application fees and tuition deposits, in accordance with finance procedures and regulations and IAS business practices;
- Using various IT systems such as SI-net, Online Applications, CRM, Web-draw, One-stop Finance and Microsoft Office;
- Generating and maintaining pre-formatted and ad hoc reports, assessing and
disseminating information as required;
- Liaise with FBS, ICTE and Fees for financial reporting and payments of application fees and tuition deposits.
- Process and allocate tuition and application fees through credit card and bank cheques;
- Drafting correspondence for management with regards to refunds;

Data Entry / Administration
- Provide high quality administrative support to the Admissions team;
- Accurate and timely data entry of international student applications, in accordance with IAS business practices;
- Liaising with SI-net Support representatives in order to ensure data integrity and improve business processes;
- Timely dispatch, receipt and distribution of UQ International mail, in accordance with IAS procedures;
- Performance of other administrative duties as required;

Other
- Comply with the University’s Code of Conduct (see the University’s web site at http://www.uq.edu.au/hupp/?page=24987)
- Comply with requirements of Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or School. (see the University’s web site at http://www.uq.edu.au/ohs/index.html?page=133956)
- Adopt sustainable practices in all work activities and comply with associated legislation and related sustainability responsibilities and procedures developed by the University (see the University’s web site at http://www.uq.edu.au/sustainability/responsibilities

Reporting Relationships

The position reports directly to the Coordinator, Admission Systems & Training (International Admissions).

SELECTION CRITERIA

Qualifications and Experience

Essential
- Completion of a diploma level qualification with relevant work related experience, or;
- an equivalent combination of relevant experience and education/training.

Desirable
- A minimum of one year’s administrative experience at UQ or in a similar higher education or admissions environment of another large organisation;
- Understanding and experience of administrative processes.

Knowledge and Skills

Essential
- Strong customer service skills including experience resolving complex queries in a busy reception environment;
- Knowledge of University policies, procedures, organisation structures and functions, or capacity to rapidly gain such knowledge;
• Strong writing skills, including experience in providing written responses to customer enquiries;
• Minimum typing speed of 60 words per minute with a high level of accuracy.
• A high level of computer literacy and keyboard skills, including ability to use email, internet and Microsoft Office suite of programs;
• Flexibility and adaptability to handle competing work demands;
• Good organisational skills and the ability to take initiative and prioritise tasks to ensure deadlines are met, whilst demonstrating accuracy and strong attention to detail.

Desirable
• Competency in the use of the Peoplesoft/SI-net database.

Personal Qualities

Essential
• High level interpersonal skills, including the ability to communicate and negotiate with people from diverse cultural backgrounds;
• Demonstrated ability to work autonomously, as well as the ability to work as part of a team.

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.

Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au