POSITION DESCRIPTION

Position Title: Coordinator, Medical Student Support Administration
Organisation Unit: Student and Academic Administration - Faculty of Medicine
Position Number: NEW
Type of Employment: Full Time, Continuing
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.
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 Medicine

The University of Queensland’s Faculty of Medicine is an internationally recognised provider of world-class education and research. The research-intensive Faculty has a gross budget of almost $300 million, employs approximately 1000 continuing and fixed-term staff (headcount), has a community of more than 4000 non-salaried academic appointees and around 3200 students (headcount).

The Faculty of Medicine offers Australia’s largest medical degree program for graduates and school-leavers. Undergraduate and postgraduate programs are available in the disciplines of Medicine, Health Sciences, E-Health, Mental Health, Biomedical Sciences and Public Health.

The Faculty possesses enormous strengths spanning research, teaching, industry engagement and clinical practice in disciplines ranging from the basic sciences, biomedical research and development, to clinical trials and public health. Research projects within the Faculty have already led to discoveries with far-reaching social and economic impacts, including the revolutionary Gardasil (TM) vaccine for cervical cancer (Professor Ian Frazer) and a drug discovery EMA401 (Professor Maree Smith), a first-in-class oral treatment for chronic pain which through Spinafex Pharmaceuticals led to Australia’s largest biotechnology commercialisation deal. Faculty staff include three highly cited authors, one Fellow of the Royal Society (FRS), three Fellows of the Australian Academy of Science (FAA) and 12 Fellows of the Academy of Health and Medical Sciences (AAHMS). The Faculty is a core member of Brisbane Diamantina Health Partners, the Brisbane-wide academic health science system.

Educational offerings in biomedical sciences, medicine and public health are informed and supported by research activity across a range of fundamental and clinical areas of importance including recognised strengths in cancer, skin diseases, brain and mental health, maternal and child health and genomics. Cutting-edge facilities such as the Herston Imaging Research Facility (HIRF), the UQ Centre for Clinical Research (UQCCR), our laboratories in the Translational Research Institute (TRI) and the new Centre for Children’s Health Research (CCHR) enable outstanding research outcomes and sharpen our understanding of cancer, autoimmunity, mental disorders, infectious diseases and neurological disease. Further details are available at www.medicine.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

This role will coordinate the delivery of various initiatives outlined in the Faculty of Medicine Medical Student Support Strategy. A key component of this will be to provide administrative support for the Personal Advisors Network designed to strengthen academic and wellbeing
support by providing a one-on-one opportunity for our medical students to connect with a more senior colleague as they enter and progress through their program. This role will also be responsible for providing administrative support to a range of key academic staff designated to provide academic and careers support for students in medical program.

Duties

Duties and responsibilities include, but are not limited to:

**Medical Student Support Initiatives:**
- Provide high level administrative support and advice to key stakeholders including Academic Support and Careers Leads to advance the Medical Student Support Strategy;
- Support the effective planning, implementation, monitoring, evaluation and continuous quality improvement of the Medical Student Support Strategy;
- Develop and implement strategies to promote strong working relationships with the Faculty's stakeholders;
- Develop and implement stakeholder communication strategies, including drafting of discussion papers, recruitment documents and orientation material for all relevant stakeholders utilising various communication media (i.e. email, staff updates, IT systems, websites);
- Prepare, analyse and interpret reports including evaluating feedback provided by stakeholders such as students and Personal Advisors;
- Provision of secretarial support to committees and working groups, including the preparation of agendas and minutes and undertaking research and analysis of matters considered by the committees and working groups;
- Develop, implement and manage processes to create, review and update information in University databases, websites and publications, including study guides, faculty website, the knowledge base and information sheets;
- Manage the review of procedures and processes, ensuring they are fit for purpose to maximise efficiency, recommend improvements where identified and implementing agreed change;
- Ensure effective and efficient use of resources including staff resources and corporate and bespoke information systems;
- 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; and
- Any other duties as reasonably directed by your supervisor.

**Personal Advisor Network:**
- Coordinate the delivery of the Personal Advisor Network; including responsibility for identifying opportunities for continuous improvements and ensuring effective and efficient use of resources;
- Act as the key liaison point for all enquiries related to the Personal Advisor Network;
- Provide detailed, timely and accurate advice and support to students and Personal Advisors and where appropriate, escalation of complex concerns;
- Organise stakeholder consultation and evaluation, such as surveys and monitoring of relationships between students and Personal Advisors Plan;
- Facilitate ongoing recruitment initiatives to engage Personal Advisors through the Faculty’s networks including Academic Title Holders and senior staff members; and
- Coordinate learning opportunities for Personal Advisors both on-line and face-to-face.
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
The position reports to the Senior Manager, Student and Academic Administration.

Location and Travel
The Faculty of Medicine is based at the Herston campus, some travel between campuses and other locations may be required.

SELECTION CRITERIA

Essential

- A degree with at least 4 years subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training.
- Demonstrated high level written and oral communication skills including analysing information and data critically, report writing and preparing advice for senior staff and committees.
- Demonstrated capacity for identification and analysis of issues, innovative problem solving and improvement of administrative systems and procedures.
- A flexible approach to problem-solving to meet changing requirements.
- Ability to work under pressure and manage competing priorities as well exhibit initiative and sound judgement in challenging situations.
- Highly developed interpersonal communication, negotiation, and conflict resolution skills.
- The ability to work collaboratively and effectively within the team and across other organisational units.
- Demonstrated commitment to and enthusiasm for the provision of excellent client service.

Desirable

- Previous experience working within Medical Education
- Experience in use of computer based student information systems.
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.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.