POSITION DESCRIPTION

Position Title: Postgraduate Student Liaison Officer
Organisation Unit: UQ Business School
Position Number: 3026329 and 3032610
Type of Employment: Full-time, fixed term – 12 months & 8 months
Classification: HEW Level 5

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 (45), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). UQ again topped the nation in the prestigious Nature Index, and our Academic Ranking of World Universities result in the field of Life and Agricultural Sciences is 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.

Organisational Environment

UQ Business School is independently ranked as one of the top business schools in Australia and among the leading institutions worldwide. Our mission is to cultivate courageous thinkers who empower future leaders to positively transform business and society.

Based at the St Lucia campus as part of the Faculty of Business, Economics and Law, the School brings together 10,000 students and 130 subject experts.

UQ Business School also has a presence at UQ Brisbane City, the University’s newest site in the heart of the Brisbane CBD. At UQ Brisbane City, students and professionals from the School’s Master of Business Administration (MBA) program and Executive Education courses are taught in smart, functional and flexible learning facilities.

The School offers a wide range of degree programs. Our eight main areas of academic strength are represented by discipline clusters – accounting, business information systems, finance, international business, management, marketing, strategy and entrepreneurship, and tourism.

UQ Business School is renowned for its cutting-edge research, outstanding academic staff, depth of educational programs and close links with leading global organisations. The School also carries AACSB International and EQUIS accreditation – the first school in Australia to receive this prestigious accreditation across its full range of programs.

To learn more about UQ Business School, please visit https://www.business.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

To assess applications from prospective students, both domestic and international, for entry into the School’s postgraduate programs; and to advise students on program rules and course selection.
Key Responsibilities

1. Record, assess and process applications related to credit/exemption, program changes, deferment, addition and withdrawal of courses, study abroad, non-award and cross-institutional enrolments, and update and maintain SI-Net and any relevant database(s).
2. Respond to application queries for prospective postgraduate students and ensure timely and accurate processing of applications, keeping applicants informed of progress.
3. Provide accurate and timely advice to current and prospective students by phone, email and appointment regarding enrolment, examinations, fees and graduations, liaising with School and Central areas as necessary.
4. Advise students of appropriate study plans through interpretation and application of degree rules, referring as necessary, to the Coordinator, Postgraduate Student Liaison Officers.
5. Respond to matters affecting student welfare and/or academic difficulties as notified by either staff or students and conduct appointments with students who receive an intervention strategy and/or show cause learning agreement, and record the details on SI-net.
6. Assess students for graduation and liaise with relevant sections.
7. Liaise with UQ International to assure efficient processing of international student applications (including plan approvals).
8. Attend, participate and assist with events such as TSXPO, UQ Open Day and postgraduate careers fairs and information evenings, as well as academic orientation sessions.
9. Assist in the development, updating and implementation of the School’s student administration procedures on an on-going basis in consultation with the Coordinator, Postgraduate Student Liaison Officers.

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 Assistant Manager, Student Administration and has no direct reports.
SELECTION CRITERIA

1. A bachelors degree in Business Administration or a relevant area, or an equivalent combination of relevant experience and/or education/training
2. A minimum of two years administration experience, preferably within student administration, within the tertiary sector
3. A broad knowledge of the University’s policies and procedures, particularly in relation to student matters
4. Knowledge of University student computer systems e.g. SI-Net, SITS:Vision, and UQ Reportal, or the ability to rapidly gain such knowledge
5. Well-developed skills in the use of web browsers, databases and Microsoft Office, including Word, Excel, Outlook
6. High-level written and effective interpersonal and oral communication skills
7. A strong orientation to the provision of a high level of customer service
8. An empathy and ability to communicate with students, including those with disabilities and from diverse cultural backgrounds

Vaccinations and Immunisation

It is a condition of employment for this role that if you are required now or in the future, to work or interact in Queensland Health clinical facility; or in an equivalent clinical health facility; or health care role; or will be required to perform work tasks that put you at risk of exposure to vaccine-preventable disease you are required to be immunised against, and remain immunised against, certain vaccine preventable diseases (VPDs) in accordance with the University's Vaccinations and Immunisation Guidelines (PPL 2.60.08). The employee is required to provide evidence of immunisation against VPDs.

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 hr@bel.uq.edu.au