POSITION DESCRIPTION

Position Title: Coordinator, Student and Academic Administration
Organisation Unit: School of Education
Position Number: 1019929
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 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.

Organisational Environment

The Faculty of Humanities and Social Sciences (HASS) is a large, multi-disciplinary Faculty with a broad academic profile, substantial research achievements and a commitment to public engagement. The Faculty is based at the St Lucia campus in the iconic Forgan Smith building, at the heart of the University - The Great Court.

HASS has entered an era of regenerative leadership. Executive Dean Professor Heather Zwicker joined UQ in spring 2018, and brings a fresh vision of interdisciplinary collaboration, public accountability and commitment to the student experience. Many Heads of School are also new to their roles and eager to ensure that HASS continues to be a powerhouse for disciplinary and interdisciplinary research across our Schools, Institutes and Centres, as well as boasting exciting, responsive teaching in a broad range of programs.

The Faculty comprises seven Schools (Communication & Arts; Education; Historical & Philosophical Inquiry; Languages & Cultures; Music; Political Science & International Studies; Social Science), two research Institutes (Institute for Social Science Research; Institute for Advanced Studies in the Humanities), two museums (Anthropology Museum and the RD Milns Antiquities Museum), a Centre for Policy Futures, and several school-based research centres. It also plays host to the Institute for Modern Languages.

HASS has a strong identity and long tradition of innovation and leadership, offering a broad range of programs - including one of UQ's largest, the Bachelor of Arts.

The complementary nature of our disciplines attracts a diverse cohort of international and domestic students, with 640 research higher degree students, approximately 1,600 students in postgraduate coursework degrees and close to 7,000 undergraduates.

The Faculty of Humanities and Social Sciences produces nationally and internationally regarded research across its many and varied disciplines. In addition to strong performance with external funding, UQ researchers in humanities and social sciences have won prizes, gained reputations for research excellence, performed exceptionally in the Excellence for Research in Australia (ERA) exercise, in global university rankings and is ranked 89th in the Times Higher Education subject rankings for Arts and Humanities, among many other measures.

Our strong performance reflects the quality of world-changing work our researchers are undertaking, with their breakthrough discoveries having a positive impact on society and changing the lives of others around the globe. Visit our Research Impact website for some of these stories.

HASS proudly claims a large number of Fellows in national disciplinary bodies, including the prestigious Australian Academy of the Humanities, and the Academy of the Social Sciences in Australia.

More information about the Faculty can be accessed at http://www.hass.uq.edu.au/
UQ is a leader in education, ranked 19th in the world in the 2019 QS World University Rankings by Subject. The School of Education is consistently ranked as one of Australia’s leading research and teaching institutions in the field of education. It is ranked as above world standard in the most recent ERA, and received the ranking of “high” in all three categories in its Engagement and Impact Assessment for 2018-2019. It has a strong commitment to addressing issues of education and equity in the context of rapid social, economic and cultural change.

The School’s education programs and research agendas have focused on driving state and national educational innovation and reform. The School currently offers the following teacher preparation programs: one four-year Bachelor of Education (Primary Years), a range of Bachelor of Education (Secondary) Dual Degrees, a Master of Teaching (Primary) and a Master of Teaching (Secondary). It also offers professional development opportunities via its suite of postgraduate coursework programs and has a vibrant postgraduate research community.

The School’s staff are internationally cited and recognised for outstanding work in such fields as sociology and policy studies in education, educational psychology and learning sciences, inclusive education, literacy and numeracy, pedagogy and school reform and leadership. Further information and details of the research interests of academic staff may be accessed on the school’s web site.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available online.

DUTY STATEMENT

Primary Purpose of Position

To provide advice on complex student cases, create and implement procedures to ensure efficient client service and support to the School’s Chair of Teaching and Learning in the professional accreditation process. This position, in conjunction with the Chair of Teaching and Learning, is responsible for ensuring the School meets all external and internal accreditation requirements and is responsible for managing the data collection and the overall implementation of the School’s accreditation program, the student and academic administration team and student placements. Furthermore, the position provides advice on complex academic and student matters to the School’s academic and professional staff, and the prospective and current student cohort. This position is the primary contact for all matters relating to student applications, professional placements and the efficient client services provided by the School’s professional staff. Additionally, the Coordinator manages and leads a cohesive professional staff team.

Duties

Duties and responsibilities include, but are not limited to:

Accreditation

- Manage the collection of data and preparation of reports that are required within the School’s accreditation program and by the Australian Institute for Teaching and School Leadership (AITSL) and the Queensland College of Teachers (QCT) for initial teacher education programs.
- Coordinate accreditation meetings and workshops, edit proposals and reports, prepare minutes, complete timely follow-up of action items and resolve day to day
challenges to ensure communication and/or implementation of meeting outcomes and provide effective support to Program Directors.

- Maintain an understanding of student administration policies and procedures as they relate to placement courses. Ensure that there is a variety of placements for each student and they are compliant with all necessary accreditation regulations. Actively lead in and contribute to the strategic and operational planning and review processes to enhance placement opportunities.

- Utilise university datasets, for example UQ Reportal, CTQA dashboard to extract required data and where there are gaps in data collection coordinate the systems and processes that will capture the appropriate data (e.g. research and teaching metrics, graduate outcomes, staff activities) required to complete annual reports, accreditation submissions and that can be used in raising the public profile of the School. Also contribute to the design, development and implementation of evaluation surveys, focus groups, interviews and other processes to facilitate the collection of qualitative data.

- Manage the preparation of Board of Studies submissions to accurately represent proposed curriculum changes and transition arrangements, ensuring changes are compliant with UQ policy and external accreditation requirements.

- Build relationships and networks with key stakeholders, particularly academics and professional staff within other faculties, schools and external agencies, such as the Queensland College of Teachers, the Australian Institute for Teaching and School Leadership and the Department of Education and Training.

- Prepare correspondence to students and other stakeholders to inform them of program changes and answer queries resulting from such correspondence.

**Student and Academic Administration**

- Manage and lead a cohesive professional staff team, setting clear directions (targets, goals), development and documentation of standard operating procedures (SOPs) and establishment of excellent communication processes to achieve optimal functioning of staff and systems. Complete recognition and development with each staff and regularly review processes, workload and annual leave planning and training and development activities.

- In consultation with the School Manager, resolve staff or work issues that arise within the team.

- Manage the provision of secretarial support to the School’s Teaching and Learning Committee and Program Directors Committee, including recording, monitoring and reporting on the Committee budget, processing funding applications, preparation of agenda papers and monitoring progress on action items.

- Manage the provision of secretarial support to the Integrity Officer and Head of School in relation to integrity and misconduct cases, including policy interpretation and advice, updating and finalising all case files, corresponding with students and staff, and arranging and documenting meetings and hearings.

- Develop and implement administrative processes to enhance client services and provide accurate and timely academic advice to students and prospective students on the programs offered through the School, and provide advice on academic progress, career outcomes and other matters associated with academic performance. Make sure all information on School of Education website, intranet and social media outlets is relevant and updated.

- Manage the School’s teaching timetable in consultation with academic staff and liaise with administration staff regarding the preparation of the School’s timetable.

- Manage the implementation of teaching quality and enhancement initiatives, including the registration of all casual staff for SECaTS and SETutor surveys each semester.
• Any other duties as reasonably directed by the School Manager.

Policy Development and Planning

• Contribute to, and provide advice on, policy development and procedures in relation to accreditation and student placement matters. This may include participation in working parties, considering changes or new initiatives in student and academic administration or critically analysing material and preparing submissions and reports for the School Manager, Head of School or various committees.
• Undertake statistical analysis/projections relating to placement expansion, student performance, attrition rates and cohort studies for the Head of School, School Manager, or various committees.

Alumni Support

• Develop working relationship with UQ Advancement and the HASS Faculty Director of Advancement to foster stronger relationships between the School and its alumni.
• Work closely with the Head of School to create a strong alumni network including developing, implementing, maintaining and promoting activities to engage and support the alumni of the School of Education, including but not limited to:
  – Data collection using surveys, questionnaires etc.
  – Event management and coordination including promotion of the alumni community to current students and graduates.

Other

• Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
  o the University's Code of Conduct
  o 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
  o the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
  o 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 School Manager, School of Education and supervises four professional staff from HEW 4 to HEW 6.
SELECTION CRITERIA

- A degree with at least four (4) years subsequent relevant experience or an equivalent combination of relevant experience and/or education/training.
- Demonstrated leadership, communication and negotiation skills, including the ability to supervise and motivate staff to deliver a high quality, client focused service to students and academics within the School and clients external to the School.
- Demonstrated ability to contribute to strategic planning, policy formulation and implementation to increase the operational efficiency of the School.
- Sound knowledge and understanding of the professional accreditation of initial teacher education programs in Australia and career advancement opportunities through the School's programs or the ability to rapidly acquire such knowledge.
- Experience in human resources management including supervision and provision of team leadership, planning, performance management, recognition and development of staff.
- Experience using software packages to support reporting, customer management and placements.
- Excellent interpersonal, written and oral communication skills, especially the ability to communicate effectively in difficult situations.
- Hold, or be eligible to hold, a valid Queensland Government Blue Card.
- Demonstrated experience in exercising tact, judgement and discretion when dealing with confidential and personal matters.
- Excellent organisational skills and the ability to prioritise tasks and problem solve.

Desirable

- Knowledge of tertiary program structures and UQ’s academic program policies, or the ability to rapidly acquire such knowledge.

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.