POSITION DESCRIPTION

Position Title: Team Leader, Course Administration
Organisation Unit: Student and Academic Administration - Faculty of Medicine
Position Number: 3045693
Type of Employment: Full-time, Fixed Term
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.

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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.

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](http://www.medicine.uq.edu.au).

The Faculty of Medicine has established eight Mayne Academies to build on the work of our clinical disciplines. Mayne Academies are responsible for promoting research and education, supporting students and staff, and community engagement in their respective clinical discipline(s).

The UQ Medical Program

The Faculty of Medicine is a leading provider of medical education in Queensland, with around 2,000 students studying across the four years of the medical program at UQ. Its MD program includes graduate entry and school-leaver entry streams, and is an integrated, case-based/problem based learning program. The first phase of the program (years 1 and 2) is delivered by a combination of biomedical scientists and clinicians, predominantly at the St. Lucia campus but also at affiliated major teaching hospitals. Phase 2 is a clinical immersion phase (years 3 and 4) at a range of hospitals and other clinical sites in Brisbane, across Queensland and in Louisiana.
The phase is intended to prepare students for internship and residency, and covers the academic disciplines of Anaesthetics, Emergency Medicine and Critical Care, General Practice, Medical Imaging, Medicine, Obstetrics and Gynaecology, Paediatrics and Child Health, Psychiatry, Rural and Remote Medicine, and Surgery.

The Office of Medical Education

The Office of Medical Education (OME) is responsible for the smooth running of the UQ MD program and for leading the provision of a high quality educational experience supported by robust assessment. The OME’s aim is to ensure that graduates are well prepared to be doctors who provide excellent healthcare to their patients and communities wherever in the world they practice.

The OME takes a whole-of-program approach to the education of medical students. This is a highly collaborative endeavor in which the OME works closely with the various stakeholder groups, including clinical schools, to enable UQ medical graduates to be well prepared to move on to the next stage of medical training.

The Director of the OME reports directly to the Medical Dean, provides advice on the development and resourcing of the UQ MD program, and is responsible for implementation of the MD/MBBS curriculum.

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

The Team Leader, Course Administration is responsible for managing a geographically dispersed team that supports senior clinical academics and the teaching and assessment activities across Years 3 and 4 of the Medical Program. This role provides leadership in the delivery of high-quality administrative support as well as the continual improvement and standardisation of administrative processes that support learning and teaching activities within the relevant Years of the Medical Program.

Importantly, this role coordinates administrative functions with the Ochsner Clinical School, Rural Clinical School and School of Clinical Medicine to support the experience of medical students. This role also contributes to the smooth and successful running of the Medical Program by proactively engaging with Mayne Academy Heads and academic and professional staff across all three of the Clinical Schools by building strong and collaborative working relationships.

This role forms part of the leadership team within the Office of Medical Education and plays an important role in contributing to the integration with learning across all years of the Medical Program.
Duties

Duties and responsibilities include, but are not limited to the following:

**Leadership**

- Provide functional leadership (‘how’ the role is to be performed) to a geographically dispersed team of Course Administrators providing support for teaching and assessment activities
- Lead, contribute to, and actively promote a high standard of performance and a culture of collaborative continuous improvement across the Course Administrators, within the Mayne Academies and more broadly in the Medical Dean portfolio
- Enable and empower participation from team members in relevant University communities of practice, Faculty committees and cross organisational unit activities
- Foster a team based approach across the team of Course Administrators ensuring strong client service focus nestled within a supportive team environment
- Identify and promote opportunities for collaboration and professional development across the team.

**Stakeholder engagement**

- With guidance and mentoring from the Senior Manager, School of Clinical Medicine, work collaboratively with the Mayne Academy Heads and Course Coordinators to build strong and credible working relationships.
- Develop and implement strategies to promote strong working relationships with the Medical Program community, including OME academics, Mayne Academy Heads, Course Coordinators, the three Clinical Schools including their professional staff teams, with the goal of enhancing and streamlining administrative processes, and the student experience.

**Learning, Assessment and Examination Support**

- Under broad direction of the Manager, Teaching and Assessment Support, OME coordinate the implementation of University, Faculty and OME initiatives and procedures relating to learning, teaching, and assessment support, ensuring accuracy and timeliness.
- Coordinate and provide administrative support and guidance for the delivery of examinations and assessments relevant to Years 3 and 4 of the Medical Program.
- Coordinate timely and accurate collection, formatting, submission and finalisation of examination papers, assessments, and results for Years 3 and 4 of the Medical Program. including providing administrative leadership for the Workplace Learning Portfolio.
- With the support of the team of Course Administrators, develop, implement and maintain standard operating procedures related to teaching and assessment support.
- Under relevant academic direction, maintain and analyse student assessment data and databases, assuring quality, accuracy and continual improvement of processes and procedures.

**Academic Support**

- In collaboration with course coordinators and OME academics, act as the primary unit administrator for the Electronic Course Profile system for Years 3 and 4 courses of the Medical Program, ensuring compliance with policies and procedures as well as the provision of appropriate training and guidance.
- Provide high-level advice on current Faculty and University rules, policies, procedures and guidelines affecting MD course administration across Years 3 and 4 courses and contribute to the development of the same.
- Act as secretary to committees and working groups associated with the support
of the final years of the Medical Program, including the preparation of agendas and minutes. Undertake investigation of matters considered by the committees and working groups.

- Contribute to continuous improvement of cross MD program processes taking a learner centred approach

Other

- Regular travel is required to the Brisbane Metropolitan sites. Time should be split 50/50 between Clinical sites and the Herston Campus.
- 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
  - Other duties as required

**Reporting Relationships**

The position reports to the Manager, Teaching and Assessment Support.

To acknowledge the importance on the connectedness between the Clinical Units and the OME, this position will also work closely with the Senior Manager, School of Clinical Medicine, receiving guidance and mentoring.

**SELECTION CRITERIA**

- A degree with at least four years subsequent relevant experience, or an equivalent combination of relevant experience in the health or hospital sector and/or education/training
- Extensive experience supervising teams to succeed in a complex, service orientated environment
- Demonstrated experience in using large student administration systems and associated corporate systems to record and source data and deliver reports
- Demonstrated high level written and oral communication skills
- Demonstrated, experience in the interpretation and application of policies and procedures as it relates to student and academic administration
- Demonstrated capacity for identification and analysis of issues, innovative problem solving and improvement of administrative systems and procedures
- The ability to develop collaborative and effective relationships with a broad variety of stakeholders
- Ability to work under pressure and manage competing priorities
- Highly developed interpersonal communication, negotiation, and conflict resolution skills.
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.