POSITION DESCRIPTION

Position Title: Team Leader
Organisation Unit: Student Centre
Position Number: 1309448
Type of Employment: Full-Time Continuing
Classification: HEP Level 6

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

The Academic Services Division (ASD) consists of the Student Administration Directorate and Academic Administration Directorate. The Directorates provide high quality administrative and professional services in support of the University's academic activities. The Student Administration Directorate has primary responsibility for the delivery of student-focused administrative functions and contributes also to student-related policy development.

Student Administration includes:

- **Admissions** – administers the University's Admission Rules for the admission of undergraduate applications through QTAC, and responds to prospective student enquiries concerning University programs and admissions requirements;
- **Student Centre** – provides a "one stop shop" for students enabling them to transact a broad range of enrolment related activities and addressing face to face general enquiries from staff and the wider community;
- **Examinations** – provides centralised services and support to ensure the consistent and high quality conduct of examinations across all campuses of the University;
- **Scholarships and Prizes** - administers the University’s Senate-approved financial awards (scholarships, bursaries and prizes).
- **Student Progression** – coordinates conferrals and graduation ceremonies; manages the process for students at academic risk in accordance with the Enrolment and Academic Progression rules; provides advice and support for student enrolment processes;
- **Student Fees** – oversees implementation of the Fee Rules and has primary responsibility for the administrative systems and processes that are part of the fees function; interacts directly with students on fee-related matters;

The Student Centre Team Leader positions are primarily based at St Lucia Campus, you may be required to work at other campuses.

Details of the activities of the Student Centre may be accessed on the web site at [www.studentcentre.uq.edu.au](http://www.studentcentre.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](http://www.uq.edu.au/current-staff/working-at-uq)
DUTY STATEMENT

Primary Purpose of Position

The primary purpose of this position is to provide high-level support on a range of student and academic admin matters and the maintenance of administrative systems within the Student Centre. This position is responsible for the supervision of staff in the Student Centre including the management of workloads and development of staff members, under the direction of the Manager, Student Centre.

Duties

Duties and responsibilities include, but are not limited to:

Reviewing and planning

- Work with the Manager, Student Centre, to identify and drive business process improvements to meet strategic objectives and provide high level customer service. This will include assisting with preparation of business cases; contributing to the development of efficient and effective work practices using system functionality to produce metrics and reports and undertake quality assurances processes.
- Connect with key University information platforms to interpret, extend and localize information for divisional use;
- Assist with budgets and forecasts for the Student Centre

Staff management

- Oversee the day-to-day operations of the Student Centre; train, supervise and lead the Student Centre team including managing workloads, leave and casual staff rostering
- Undertake staff reviews and performance appraisals, identifying professional development requirements to ensure staff profiles and skill sets continue to meet the requirements of a changing environment

Liaison and Advisory responsibilities

- Ensure the delivery of integrated, accessible and client-focused first tier support for students and clients via face to face, online and phone
- Provide high level information and advice on a range of student and academic administrative matters to students, prospective students, staff and the general public
- Provide high level support in the implementation/operationalisation of organisational, policy and procedural changes; including analysis of the impact of changed requirements on existing services, processes and procedures
- Liaise with faculties, schools and external contributors regarding the dissemination of relevant information to students and other clients
- Prepare/participate in presentations and open days and other forums as required
- Provide secretarial support to committees as required, including thorough investigation of issues and drafting of advice.
- Any other duties as reasonably directed by your supervisor
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 Manager, Student Centre, and supervises a number of Client Service Officers and Casual staff.

SELECTION CRITERIA

Essential

- Completion of an undergraduate degree with subsequent relevant experience or an equivalent combination of relevant experience and/or education/training.
- Experience supervising staff, preferably in a busy customer service environment
- Ability to manage change personally and implement organisational change as directed
- Effective skills in leading and developing a team
- Ability to adapt and solve problems
- Excellent written and oral communication skills
- Ability to prioritise own workload, remain calm under pressure, work independently and meet deadlines.

Desirable

- Knowledge of the following, or demonstrated ability to acquire and apply this knowledge rapidly:
  - University organisational, operation and program structure; and
  - Policies and procedures affecting students and potential students (e.g. in relation to admission, enrolment, examinations, exclusion, financial liability, prizes and other awards, graduation)
- Knowledge of and proficiency in the use of the University’s computer systems and the Internet, spreadsheet, cashiering, database and word processing applications.
- Extensive experience in a policy managed environment, preferably a tertiary institution
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 central-hr-advisory@uq.edu.au