POSITION DESCRIPTION

Position Title: Administrative Assistant
Organisation Unit: School of Psychology
Position Number: New
Type of Employment: Full Time, Continuing
Classification: HEW Level 4

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://uniqest.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 Health and Behavioural Sciences**

The Faculty of Health and Behavioural Sciences is a strong faculty that has a coherent focus on health and well-being underpinned by a clear integrative theme related to preventive health and behaviour change. Furthermore, the Faculty provides the opportunity for the allied health sciences to have a strong voice and great visibility within the University.

The Faculty currently includes:

- School of Dentistry
- School of Health and Rehabilitation Sciences
- School of Human Movement and Nutrition Sciences
- School of Nursing, Midwifery and Social Work
- School of Pharmacy
- School of Psychology
- Centre for Youth Substance Abuse Research (CYSAR)
- RECOVER Injury Research Centre
- Queensland Alliance for Environmental Health Sciences (QAEHS)
- Centre for Business and Economics of Health (CBEH)
- UQ Poche Centre for Indigenous Health
- Southern Queensland Rural Health (SQRH)

More information about the Faculty is available at: [http://habs.uq.edu.au/](http://habs.uq.edu.au/)

**School of Psychology**

The School of Psychology is one of the most prestigious schools of psychology in Australia, and its strong reputation is built on excellence in both research and teaching. The School has thriving and dynamic research profiles in almost all areas of psychology, and is able to attract visitors from overseas and other institutions in Australia. It possesses good links, often through cross-appointed staff, with other schools in the University, thus creating opportunities for interdisciplinary collaborative research.

Information about the School may be accessed on the School web site at [www.psy.uq.edu.au/](http://www.psy.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 position of Administrative Assistant provides administration support across a range of areas within the School of Psychology. Located at the School’s reception, the role is often the first point of contact for staff, students, visitors and members of the public and responds to email, telephone and counter enquiries across a number of areas. The role contributes to the development and implementation of School administrative procedures and provides support to facilities management, room bookings, equipment, ordering of resources, organisation of School functions and, during peak periods, student administration.

Duties

Duties and responsibilities include, but are not limited to:

- Act as the first point of contact, located at the School's reception, responding to email, telephone and counter enquiries. Monitor the School’s enquiry email and Customer Relationship Management (CRM) system.
- Manage and coordinate administration, allocation, auditing and ordering of keys and SI-pass electronic access cards for staff, students and visitors. Liaise with UQ security in the management of access points and permissions.
- Coordinate bookings of School rooms (including meeting and consult rooms, teaching rooms, labs and central rooms) using UQ corporate systems, including Syllabus+ and UQ Book It. Act as an approver for UQ Book It requests and assist with consolidation and implementation of systems such as UQ Book It to support the School’s activities.
- Coordinate the School’s teaching and audio-visual equipment loans system; the allocation, audit and annual return of student lockers; and incoming and outgoing mail.
- Liaise with the Finance Team to coordinate orders and deliveries. Raise requisitions for equipment and office supplies for the School, ensuring local financial delegation processes are appropriately met and orders are undertake as per equipment replacement schedules. Confirm receipt of orders as required.
- Support the functioning of the School office through provision of photocopying support for teaching and research staff, monitoring and ordering of stationery supplies, ensuring the operation and serviceability of the School’s general office equipment and maintenance of the School’s directory and notice boards.
- Undertake additional resource preparation tasks as required, such as examination printing, bulk booklet requests, accepting portfolios and theses and uploading items into records management databases.
• Assist with the organisation of School functions, such as seminars, workshops and other significant events and School activities. Collect and safely store cash for School fundraisers and events, and assist with ticketing where required.

• Contribute to the development and implementation of administrative procedures, including use of University corporate systems, databases and data manipulation tools for effective management of the School office.

• Provide support for facility related activities and resources, including liaising with contractors and suppliers when required. Log facility related requests through Archibus, IT related requests through ITS and AV related requests through AV Support.

• Provide administrative assistance during peak periods in the student administration team as directed by the supervisor, or other senior staff within the School.

• Respond to student queries, including course enquiries, application enquiries and timetable enquiries.

• Advise students of study pathways, including accreditation requirements, referencing Australian Psychological Society (APS) and Australian Psychology Accreditation Council (APAC) resources available.

• Advise students of administrative processes outlined in Electronic Course Profiles (ECPs).

• Assist with annual asset stocktake and subsequent actions required, such as decommissioning of assets and administrative processes to support this.

• Coordinate online bookings for visitor carparks.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

• 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 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.
Reporting Relationships
The position reports to the Facilities and Reception Officer.

SELECTION CRITERIA

Essential

- Completion of a diploma level qualification and relevant administrative and office experience or an equivalent combination of relevant experience and/or education/training.
- Demonstrated ability to manage multiple IT systems, such as the MS Office suite, to process a high volume of administrative work with specified deadlines.
- Demonstrated commitment to high quality customer service.
- Demonstrated ability to work effectively in a team environment where administrative based work and tasks are shared responsibilities.
- Effective judgement skills to differentiate between matters which can be dealt with routinely and those requiring involvement from a more senior or specialised administrator.
- Commitment to accuracy and attention to detail in written work and in the use of computer applications.
- Ability to prioritise own workload, work independently and as part of a team, including willingness to assist other staff members as circumstances require in order to meet deadlines.
- Knowledge of University policies and procedures that relate to student administration or the ability to rapidly acquire such knowledge.

Desirable

- Previous exposure to University of Queensland corporate systems, SI-Net, OLA (UQ’s Online Application System), Blackboard, and use of CRM 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; however flexible working arrangements may be negotiated.

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