

POSITION DESCRIPTION

Position Title:	Manager, Student and Academic Administration
Organisation Unit:	School of Economics
Position Number:	3021013
Type of Employment:	Continuing
Classification:	HEW Level 8

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

UQ's School of Economics ranks in the top 50 among Economics departments worldwide for its research¹ and is one of the leading economics departments in Australia. A number of the School's academic staff have won prestigious national and UQ teaching awards and our teaching programs benefit significantly from the high quality research being conducted. Faculty members undertake world-class research across a range of fields including economic theory, econometrics and applied economics.

The School is a leading provider of economics education in Australia and generates annual revenues of almost \$40 million from its undergraduate and postgraduate programs. In 2018, more than 1,800 domestic and international students enrolled in its courses. Significant numbers of students from other UQ programs also undertake economics courses.

The School has recently finalized its strategic plan in moving forward, and the School vision is presented below. The School has an ambitious hiring plan involving a number of academic posts to be filled over the next three years.

The School hosts an ARC Australian Laureate Fellow, an ARC Future Fellow and an ARC Discovery Early Career Research Fellow, as well as a number of research academics working on externally funded projects. Within the School is a number of research groups including the Centre for Efficiency and Productivity Analysis which ranks 2nd in the world. There is an active seminar and visitor program providing exposure to leading researchers from around the world.

Economics currently employs approximately 70 full time academic staff (FTE) in research and teaching duties. Details on our academic programs, research groups and staff profiles may be accessed on the School's web site at: <http://www.uq.edu.au/economics/>

School Vision

The School strives for academic excellence in everything we do. By leveraging on and extending our strengths in Economics research and education, we seek to be leaders in addressing the big challenges that are faced globally by private and public sector organisations.

We want to empower our students to be the adaptable, game-changing and global leaders and citizens of the future, bearing their education and employability at the forefront.

We support innovative thinking in research and education. We have a social responsibility by which we see the benefits of combining outstanding research and education with delivering impact of benefit to public sector, corporate, non-profit partners and the broader community locally and globally.

¹ Source: Research Papers in Economics (RePEc), July 2019.

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 primary purpose of this role is to provide comprehensive and timely advice on complex student and academic administration matters and to lead a team of staff engaged in student and academic administration.

Duties

Duties and responsibilities include, but are not limited to:

Student and Academic Administration

- Provide advice and prepare accurate documentation for the School's Education Committee and Head of School, including contributing to the review of programs and courses by undertaking research, collating relevant information and preparing statistical and other trend data reports, as well as managing the submission of documentation for the University's academic program approval process.
- Provide advice and support to the School's academic and professional staff, including senior management, on policy and procedural matters pertaining to student and coursework program administration, in consultation with the Faculty Student and Academic Administration Manager. Formulate appropriate recommendations, including preparation of submissions on more complex or sensitive student matters such as misconduct proceedings and complaints.
- Manage processes for, and contribute to updating of School program and course information in relevant University databases and corporate publications, including the School's website.
- Develop and maintain appropriate information systems to manage and record academic decisions and processes that relate to coursework students and programs.
- Develop and implement effective systems for managing student administration matters within the School, in consultation with the Faculty Student and Academic Administration Manager.
- Oversee processes for preparation and uploading of exam papers; and production of Electronic Course Profiles.
- Oversee and provide administrative support to Course Coordinators for assessment, in conjunction with the Course Administration Team.
- Administer processes for identifying 'at risk' postgraduate students and coordinate the appropriate follow up with these students.
- Participate in Faculty Student and Academic Administration Managers' meetings and relevant University forums on student and academic program administration and represent the School at student focused events.

- Liaise with Faculty student advisors in relation to undergraduate student matters and provide accurate and timely assistance to undergraduate students and study abroad and exchange students as required.
- Assist with planning and implementing the School's course offerings and liaise with Faculty staff in relation to course scheduling
- Contribute to the development and review of School policies and procedures relating to coursework program and student administration, in consultation with the Faculty Student and Academic Administration Manager.
- Any other duties as reasonably directed by your supervisor

Staff Management

- Supervise and manage administrative staff engaged in coursework program and student administration, including performance and workload management, staff training and development planning and dissemination of relevant information.

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 School Manager, School of Economics and works closely with the Student and Academic Administration Manager and Associate Dean (Academic) within the BEL Faculty. There are 4 direct reports to this position.

SELECTION CRITERIA

- Completion of an undergraduate degree, with at least four years subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training in a tertiary education institution.
- Demonstrated experience in successfully managing staff to achieve effective outcomes and provide high quality client service.
- Highly developed interpersonal, communication and negotiation skills with demonstrated ability to draft detailed reports, perform statistical analysis, problem solve and use sound judgement when resolving situations involving conflict or grievances.
- Proficiency in desktop computing (Microsoft Office suite) and a practical understanding of corporate information systems, particularly in relation to maintaining and extracting data.
- Excellent organisational skills and the ability to develop, implement and review administrative systems and processes.
- Demonstrated ability to work both independently and as part of a team, managing workloads and multiple projects in an environment characterised by tight and competing deadlines.
- Proven ability to interpret, develop and implement policy relating to student and/or academic administration.
- Commitment to upholding the University's values, and with the outstanding personal qualities of openness, respectfulness and integrity

Desirable

- Experience in using the University's Student Information System and Business Objects reporting tool.

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.