POSITION DESCRIPTION

Position Title: Senior Administrative Officer, Examinations
Organisation Unit: Student Administration, Academic Services Division (ASD)
Position Number: New
Type of Employment: Continuing full time
Classification: Hwe 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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). 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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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 has primary responsibility for the delivery of student focused administrative functions and contributes to student-related policy development. The Academic Services Division (ASD) led by the Academic Registrar, has responsibility for the functions of Academic Policy and Programs; Admissions; Examinations; Student Centres; Student Complaints and Grievance Resolution; Student Fees and Scholarships; Student Progression and Teaching Space Management. The Division provides high quality administrative and professional services in support of the University’s academic activities.

Sections within ASD include:

**Academic Policy and Programs** - provides administrative support for teaching and learning activities through a range of services that support academic decision-making processes, information provision and dissemination.

**Admissions** – administer the University’s Admission Rules for the admission of undergraduate applicants through the Queensland Tertiary Admissions Centre (QTAC), respond to prospective student enquiries concerning University programs, admissions requirements etc. and are involved in the production of the QTAC Guide and Entry Options;

**Examinations** – manage all aspects of the centrally coordinated examinations process and contribute to the development of assessment policy;

**Student Centres** - Student Centres are located on the St Lucia, Gatton and Herston campuses and provide advice on student enquiries across a broad range of University activities;

**Student Complaints and Grievance Resolution** – provides coordination and support for the University’s grievance, appeal and misconduct processes

**Student Fees and Scholarships** – provides a centralised student fee and scholarship service, including administration of approved student fees and the University’s Senate approved financial awards (scholarships, bursaries and prizes) and provision of student fees and scholarships advice to clients and for policies, systems and publications;

**Student Progression** – coordinate conferrals and graduation ceremonies; manage the process for academically at-risk students in accordance with the Academic Progression procedures; provide advice and support for student enrolment;

**Teaching Space Management** – provides administrative support for the effective management of centrally controlled teaching facilities and coordinates the production and publication of the class timetable;

Information about the Division may be accessed on the ASD web site at [http://www.asd.uq.edu.au/](http://www.asd.uq.edu.au/).

**Information for Prospective Staff**

The incumbent must be available for work during peak periods and recreation leave will not be approved during June and November.
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 Senior Administration Officer, Examinations is responsible for administration services to support central examination operations across all campuses of the University, and will also provide support to research and implement new initiatives which will contribute to the University’s Strategic Objectives. The role will provide high quality service and support to ensure that examinations are run in accordance with University policy and procedures and approved business practices.

The Senior Administration Officer will work closely with the Manager and Coordinator, Examinations in the continual improvement and development of processes and services provided by the Examinations Section.

This position is the primary contact person for the large pool of casual examination supervisors (450+).

**Duties**

Duties and responsibilities include, but are not limited to:

**Staff Management**

- Provide day to day supervision of a pool of 450+ casual staff
- Manage recruitment to ensure appropriate and sufficient casual staffing requirements to facilitate examinations across multiple campuses of the University.
- Develop, implement, administer and maintain efficient and effective recruitment, induction, training and review processes for casual staff.
- Liaise with the Central HR Professional Services Team to seek advice and guidance on HR matters, including the advertisement of vacancies via UQ Jobs.

**Administration and Support**

- Ascertain availability of casual staff to work during the University's central examination periods.
- Allocate supervision for mid-semester, end of semester and deferred/supplementary examination periods, and produce and distribute rosters to staff.
- Consult with team members on requirements for allocation of specialised supervisors for alternative arrangement examinations throughout the year.
- Monitor completion of mandatory induction and occupational health and safety modules by casual staff members.
- Review and approve the fortnightly casual salary pay data files, to ensure accuracy and compliance with established processes and policy.
- Manage the collation of data and exam statistics, for recording and reporting purposes.
• Ensure effective and efficient use of resources including human resources and corporate information systems.
• Contribute to initiatives to improve the processes and services provided by Examinations section, including process mapping, streamlining and automation.
• Review and test new and existing functionality within EMS and implement business process improvements as required.
• Provide support to the Coordinator, Examinations in back-up and configuration of exam events in the Exams Manager system.
• Review and revise as necessary web information to students, staff and casual exam supervisors.
• Provide secretariat support to committees and working parties, as required.
• Develop and maintain effective working relationships with organisational units such as Human Resources, faculties and schools.
• Assist with the overall efficiency of the section by providing advice, support, and backup to other members of the team, including deputising for the Coordinator, Examinations as may be required.
• Undertake specific project work and other duties as reasonably directed by the Manager, Examinations or Coordinator, Examinations.

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

Section relevant Information
The Examinations Section has leave ban periods in the months of May to July, October to December covering the examination preparation and examination periods. Leave restrictions may also be applicable during April and September covering the mid-semester examination periods.

Organisational Relationships
The position reports to the Manager, Examinations, with day to day supervision provided by the Coordinator, Examinations.
SELECTION CRITERIA

Essential

- Degree qualifications in HR, Business administration or a related field with subsequent relevant work experience in HR, staff management and/or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in staff management in a high volume, service orientated environment.
- Demonstrated knowledge or the ability to rapidly acquire detailed knowledge of University policies and procedures.
- High level of organisational and administrative skills with the ability to work with limited direction; the ability to set and manage competing priorities whilst maintaining high levels of accuracy and attention to detail.
- High level written and oral communication skills.
- High level competence in the use of a wide range of computer applications in a network environment; experience with databases and management information systems.
- Flexibility to work outside of normal hours and on Saturdays during examination periods.

Desirable

- Experience working within a tertiary education environment.
- Knowledge of the University of Queensland’s academic, student and administrative policies and procedures, or the ability to rapidly acquire detailed 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 (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.