POSITION DESCRIPTION

Position Title: General Services Officer
Organisation Unit: School of Veterinary Science
Position Number: 3043066
Type of Employment: Full time, continuing
Classification: Hew Level 5

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.

Organisational Environment

The School of Veterinary Science has a rich history, having been founded in 1936, and with a reputation for graduating highly capable veterinarians. The Veterinary Science program at UQ has full accreditation with the Australasian Veterinary Boards Council, the Royal College of Veterinary Surgeons and the American Veterinary Medical Association. The School also contributes to programs in veterinary technology and animal & veterinary bioscience. The respected QS World Rankings recently ranked UQ as 22nd in the world in the field of Veterinary Science.

The School of Veterinary Science has high quality facilities at the UQ Gatton Campus, providing the teaching, research and clinical infrastructure and resources to further develop its strong reputation as a leading provider of veterinary training, research and clinical care.

The Veterinary Teaching Hospital is an organisational unit within the School that includes all of the School’s outstanding clinical facilities. UQ VETS Equine Hospital is largely referral based hospital with advanced facilities and offers a 24 hour emergency medical and surgical service. UQ VETS Small Animal Hospital boasts the latest in veterinary medical and surgical diagnostic and treatment options and a 24 hour Emergency and Critical Care service for small animals including wildlife/exotics. UQ VETS Dayboro is a mixed practice 45 minutes north of Brisbane servicing both commercial and hobby farmers offering a balanced mix of small and large animals. The UQ VETS Clinical Studies Centre facilitates and provides support to pre-clinical and clinical training in companion animals as well as a renowned research hub for clinical and behavioural research. The Centre includes a 16 – table surgical teaching facility, and is also used for veterinary continuing education events. The Clinical Studies Centre is also home to the School’s Pets-for-Life Adoption Program. UQ staff also supervise clinical placements at the RSPCA's Brisbane Animal Care Campus, Wacol.

The UQ Veterinary Laboratory Services provides an efficient pathology service to the hospitals and other clients through our core disciplines of clinical pathology, anatomical pathology, microbiology and parasitology. It also provides laboratory support for veterinary teaching and research.

The school opened the Student Clinical Skills Hub in May 2016. This facility houses a range of low and high fidelity models to reduce use of live animals and cadavers in teaching, and to enhance veterinary clinical skills training. With 24/7 swipe-card access, individual students can practice their clinical skills until they are confident and competent. The facility also has a simulated client communications laboratory with both static, online, and interactive simulations, and access to a range of training models to facilitate development of fine motor skills (e.g. suturing), procedural techniques, and cognitive/diagnostic competences.

Diversity and Inclusion

The School recognizes and values equity and diversity, and encourages applications from any individual who meets the requirements of this position irrespective of gender, sexuality, race, ethnicity, religion, disability, age or other protected attributes. The School strives to provide an inclusive working environment, and along with the University is committed to supporting staff
with family and caring responsibilities by providing policies, programs and initiatives to help balance work and family responsibilities.

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

DUTY STATEMENT

Primary Purpose of Position

The General Services Officer is responsible for providing effective and efficient client focused administrative services to students, staff and co-workers in support of the teaching, research and engagement activities of the School.

This position ensures comprehensive service delivery to the School by providing on-the-ground support in areas not supported by specialist functional teams. The position provides a conduit for academic staff to the specialist functional teams.

Duties

Duties and responsibilities include, but are not limited to:

- Provide efficient and effective customer focused administration assistance to staff, student and visitors to the school
- Provide high quality administrative support to Academic staff and the School Manager
- Contribute to the development and coordination of events within the School and Faculty, including induction/orientation activities and space planning as required
- Support the student admin team during peak periods by providing efficient and effective administrative assistance on student and academic administration matters
- Provide administrative coordination of the Casual Academic and Hire Payment (CAHP) system for the School
- Administration of the School’s involvement in the Winter and Summer Research program
- Under the guidance of the School Manager, assist with the Academic Workload data collection, cleansing and reporting
- Updating the School website and assisting with the School newsletter preparation
- In consultation with central university units and senior staff, develop and maintain correct procedures in relation to administration within the School
- Maintain School records
- Provide Secretarial and Governance Support to various School Committees including preparation of agendas and minutes, draft reports and submissions and take other action as required on behalf of the Chair, as required
- Represent the School at Faculty administrative staff meetings, as required
- Other duties as directed by the School Manager.

Other

- Comply with the University’s Code of Conduct (see the University’s web site at http://www.uq.edu.au/hupp/?page=24987).
- Comply with requirements of Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or School (see the University’s web site at http://www.uq.edu.au/ohs/index.html?page=133956).
• Adopt sustainable practices in all work activities and comply with associated legislation and related sustainability responsibilities and procedures developed by the University (see the University’s web site at http://www.uq.edu.au/sustainability/responsibilities).

Reporting Relationships

The position reports to the School Manager.

SELECTION CRITERIA

Essential
• Bachelor Degree or an equivalent combination of relevant experience and/or education/training.
• Demonstrated ability to effectively:
  o use the Microsoft suite of products
  o use other specialist software applications and databases or the ability to rapidly gain such knowledge
  o manage a high and diverse workload, and meet deadlines
  o exercise tact and good judgement and maintain confidentiality
  o work independently and as part of a team
  o pay attention to detail.
• High level of interpersonal, written, and oral communication skills including the ability to communicate effectively with a wide range of individuals including students, co-workers, and senior staff of the University.
• Well-developed organisational and problem-solving skills.
• Demonstrated commitment to, and enthusiasm for, the provision of excellent and accurate client service.
• Sound knowledge of key administrative policies and processes in a University or the ability to rapidly acquire that knowledge.

Desirable
• Work experience in an area of student, research or academic administration in a university or other educational provider.

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.