

POSITION DESCRIPTION

Position Title:	MBA Program Advisor
Organisation Unit:	UQ Business School, Graduate Management Discipline
Position Number:	3026773
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 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 45 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

The Business School's mission is to cultivate courageous thinkers who empower future leaders to positively transform business and society.

The team of professional staff working at the Business School prides itself on its collegial approach to working with all staff and students at the School, Faculty and University level. The individual staff members are highly motivated, accomplished and dedicated to providing a high level of service and favourable outcomes to all clients and stakeholders. If you join this team, you will be working in a supportive environment where personal and professional development are encouraged, and you will be given every opportunity to excel.

Information about the Business School may be accessed on the School's website at www.business.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>

DUTY STATEMENT

Primary Purpose of Position

The MBA Program Advisor is responsible for undertaking the day-to-day admission and advisory functions for the Graduate Management Discipline (Executive Education and MBA) award program portfolio. They will enhance the student experience to strengthen engagement with, and between, the client/student, alumni, industry partner and UQ communities.

The School's vision for the MBA Program Advisor is to be a recognised, responsive and valued partner, providing high quality advisory services to Executive Education and MBA students ensuring the realisation of their study aspirations within an environment of learning excellence.

Duties

Duties and responsibilities include, but are not limited to:

- Ensure timely and accurate processing of future student enquiries and applications, current student advice on all program matters including; credit/exemption requests and program planning, through all stages while keeping stakeholders informed of progress and updating systems as necessary
- Coordination of operational requirements for courses, including room allocation, course material uploads, presenter contracts, orientation sessions, and extending to

intensive offerings incorporating meals, accommodation, and other logistics

- Provide support and advice to students regarding student welfare, academic difficulties and intervention strategy/show cause learning agreements, and update systems as necessary
- Provide timetabling support to the Admissions Coordinator and Client Services Team Leader, as required
- Provide reports and regular feedback on enquiry, application and enrolment numbers
- Attend and regularly participate in Executive Education and MBA related marketing events and postgraduate information evenings outside of standard business hours, as directed
- 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 Graduate Management Admission Coordinator and has no direct reports.

SELECTION CRITERIA

- An undergraduate degree, or Diploma with relevant work experience in High Education admission and advisory services, or an equivalent combination of relevant experience and/or education/training
- Demonstrated focus on continuous improvement, and a commitment to service excellence
- Demonstrated ability to prioritise own workload, work independently and meet deadlines, while working in a high performing team, to successfully achieve business outcomes
- High-level communication skills including effective listening, the ability to develop rapport with stakeholders including students, academics and industry partners
- Experience managing student expectations within a policy driven environment

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.