POSITION DESCRIPTION

Position Title: Senior Administrative Officer
Organisation Unit: Student Administration, Academic Services Division (ASD).
Position Number: To be advised
Type of Employment: Full-time, fixed term to 21 December 2018.
Classification: HEW 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 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://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 (ASD) was established in January 2012 as an outcome of the review undertaken in 2011 of the former Student and Administrative Services Division. The Division consists of the Student Administration Directorate and Academic Administration Directorate. The Directorates provide high quality administrative and professional services in support of the University's academic activities. Student Administration Directorate has primary responsibility for the delivery of student-focused administrative functions and contributes also to student-related policy development.

Subunits of Student Administration include:

- **Admissions** – administers the University's Admission Rules for the admission of undergraduate applications through QTAC, responds to prospective student enquiries concerning University programs and admissions requirements;
- **Student Centre Network** – provide a "one stop shop" for students enabling them to transact a broad range of enrolment related activities and addressing face to face general enquiries from staff and the wider community;
- **Examinations** – provides centralised services and support to ensure consistent and high quality conduct of examinations across all campuses of the University;
- **Graduations** – arranges graduation ceremonies and coordinates faculty activities to identify students eligible to graduate; and
- **Student Fees** – has primary responsibility for the administrative systems and processes that are part of the fees function which interacts directly with students.

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 Administrative Officer is responsible for the effective recruitment, training and management of a large pool of casual staff who provide exam supervision and administration services to support central examination operations across all campuses of the University, and will also provide administrative 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 Administrative Officer will work closely with the Manager of Examinations and Team Leader in the continual improvement and development of processes and services provided by the Examinations Section.

Duties

Duties and responsibilities include, but are not limited to:

Resource Management
- Oversee the day-to-day supervision of a large pool of seasonal casual staff (approximately 420 casual staff).
- Develop, implement, administer and maintain efficient and effective recruitment, induction, training and review processes for seasonal 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.
- Maintain appropriate and sufficient casual staffing requirements to facilitate examinations across multiple campuses of the university.
- Ensure effective and efficient use of resources including human resources and corporate information systems.
- Review and test new and existing functionality within the Exams Management System (EMS) and implement business process improvements as required.
- Develop and maintain effective working relationships with organisational units such as faculties and schools, Human Resources, Teaching Space Management, UQ Properties & Facilities and UQ Union.

Administration & Support
- Undertake specific project work, as required by the Manager Examinations.
- Undertake investigative research and analysis to support submissions for new initiatives.
- Contribute to the development of business processes to support new initiatives.
- Develop strategies and initiatives to support a culture of continued business improvement.
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 of Examinations, in conjunction with regular consultation with the Team Leader.
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.
- Demonstrated high level of organisational skills, including the ability to set and manage competing complex priorities.
- High level of effective written and oral communication skills.
- Proven strategic thinking, analytical and problem solving skills including the ability to support the implementation of new project initiatives and procedures.
- Proven ability to develop and maintain effective professional working relationships, with demonstrated skills in strong communication, negotiation and influencing.
- A high degree of professional judgement with the ability to analyse risks and recommend and implement corrective action.
- Flexibility to work outside of normal hours and on Saturdays during examination periods.

Desirable

- Significant experience using software packages, such as Business Objects and Filemaker databases.

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.