POSITION DESCRIPTION

Position Title: HR Assistant (Visitor / Unpaid Staff)
Organisation Unit: People Services, Human Resources
Position Number: 3035572
Type of Employment: Full-Time, Continuing
Classification: HEW Level 4

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.

V7 June 2020
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 $11 billion+.

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

Human Resources is responsible for enabling achievement of the University's strategic ambitions through attracting, developing and retaining talented, engaged and high performing staff. This in turn enables University staff to better support our current and future students.

Human Resources provides high quality human resource management guidance and expertise, through effective policy development, constructive advice and efficient administrative services. We are building a team of strategic HR professionals to provide outstanding, client focused, proactive, and cost effective solutions and services for all staff.

The key specialist service areas of Human Resources are:

- HR Client Services
- People Services
- Workplace Relations
- Workplace Diversity and Inclusion
- Organisational Leadership and Development
- Workforce Analytics
- HR Policy and Governance

Information about Human Resources may be accessed on its web site at https://coo.uq.edu.au/operational-areas/human-resources.

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 HR Assistant (Visitor and Unpaid Staff) is responsible for the efficient and effective administration of the University’s Academic and Research Student visitors, Adjunct, Honorary and Academic Titles Holders, and data entry of relevant and required information into the University’s HRIS and related systems to support the delivery of high quality day-to-day operational activities to support the Global Mobility team.

This includes the timely, accurate, and efficient processing of transactions and data related to visitor placements, immigration, payroll, and remuneration administration, where applicable.

The position also provides Tier 1 advice and support for Academic and Research student visitor and unpaid staff enquiries ensuring high standards of HR service delivery and quality are maintained at all times.
Duties

Duties and responsibilities include, but are not limited to:

- Providing efficient, consistent, and accurate Academic and Research Student visitor, Adjunct / Honorary / Academic Title Holder transactional processing and data entry to support the delivery of high quality day-to-day HR advice and services that meet the needs of a dedicated client portfolio.

- Processing placement and immigration-related data for all academic and research student visitors via the University’s HRIS, ensuring relevant approvals are in place and required information has been actioned.

- Processing documentation to help ensure the University’s immigration compliance requirements with visiting academics and research students.

- Generating and maintaining regular reports covering end-to-end visitor activity, and implementing appropriate actions, communications and workflows.

- Managing the effective filing of documentation ensuring physical record keeping and archiving is maintained in line with HR, University, and any external compliance requirements.

- 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 Global Mobility Assistant reports to the Immigration and Relocation Specialist, People Services Unit, Human Resources, and provides support to the Immigration and Relocation Advisor as required.
SELECTION CRITERIA

- Associate Diploma or equivalent qualifications plus relevant experience in payroll administration or similar role, with experience in Global Mobility or Australian immigration processes highly desirable.

- Demonstrated experience in using large HRIS systems with excellent computer skills using a variety of applications.

- Demonstrated problem solving and analytical skills and the adherence to high levels of data integrity as it pertains to employment-related data and documentation.

- Strong organisational skills including the ability to meet deadlines and manage competing demands without compromising standards of service or quality.

- Excellent interpersonal and communication skills in both written and verbal forms, and a strong commitment to exceptional client service.

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.