POSITION DESCRIPTION

Position Title: Administrative Officer
Organisation Unit: UQ International
Position Number: 3028661 & 3009461
Type of Employment: Full-time, fixed-term until 31/12/2016
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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. In 2013, UQ attracted more Australian Research Council funding than any other Australian university or research body.

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, and a founding member of Universitas 21, an international consortium of leading research-intensive universities. UQ is also the largest university in Queensland.

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 215,000-plus alumni. The University has more than 7,000 academic and professional staff and a $1.6 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.

Organisational Environment

UQ’s Global Strategy is embedded in the UQ Strategic Plan across discovery, engagement and learning. Our successful global profile is the result of forging strategic partnerships with people and organisations across industry, government, sponsorship, philanthropy, alumni, higher education and research. In support of the University’s Global Strategy, the major functions of UQ International are:

- Identification and development of strategic international initiatives
- Developing and managing key global engagement priorities
- International marketing and promotion, including student recruitment
- International student admissions

Organisational Structure:

UQ International is comprised of three sections: the Director’s Office (including International Admissions), International Marketing & Recruitment and Global Engagement.

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](http://www.uq.edu.au/current-staff/working-at-uq)

DUTY STATEMENT

Primary Purpose of Position

To provide administrative support to the International Admissions Section, particularly in relation to supporting the activities of the Admissions Assessment Team. The role focuses particularly on accurate and timely data entry of international student applications and high quality customer service by email and telephone. Additional responsibilities may include: dealing with enquiries face-to-face, scanning, and processing fee payments. A willingness to be flexible and take on additional duties as the need arises is essential.

Duties and responsibilities include, but are not limited to:

Data Entry / Administration

- Provide high quality administrative support to the Admissions team;
- Accurate and timely data entry of international student applications, in accordance with IAS business practices;
- Liaising with the management team to identify and rectify errors in order to ensure data integrity and improve business processes;
- Timely dispatch, receipt and distribution of UQ International mail, in accordance with IAS procedures;
- Performance of other administrative duties as required;
Client Service

- Providing advice and assistance to students and/or clients that is timely, accurate, and up-to-date, referring enquiries as appropriate;
- Provide high-quality, client-focused reception services, including answering email, telephone and face-to-face enquiries from a diverse client group;
- Accurate and timely processing of email enquiries received from internal and external clients of UQ International;

Finance and Systems

- Accurate and timely processing of payments received, in accordance with finance procedures and regulations and IAS business practices;
- Using various IT systems such as SI-net, Web-draw, Peoplesoft, One-stop Finance and Microsoft Office;
- Generating and maintaining pre-formatted and ad hoc reports, assessing and disseminating information as required;
- Liaise with FBS, ICTE and Fees for financial reporting and payments;
- Process and allocate tuition and application fees through credit card and bank cheques;
- Drafting correspondence for management with regards to refunds;

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- 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 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 directly to the Coordinator, Admissions Systems and Training.
SELECTION CRITERIA

Essential

- Completion of a diploma level qualification with relevant work related experience, OR
  An equivalent combination of relevant experience, preferably secretarial and administrative.
- Highly developed organisational skills, with attention to detail.
- Ability to prioritise tasks and meet deadlines in a busy environment.
- Very high level of computer competency, including Microsoft Outlook, Word, Excel, advanced searches and internet applications.
- Minimum typing speed of 60 words per minute with a high degree of accuracy.
- Excellent oral and written communication skills, including the ability to interact effectively with people from diverse cultural backgrounds.
- Demonstrated commitment to customer service.
- Ability to maintain confidentiality and privacy.
- Ability to work autonomously and effectively as a team member.
- Ability to identify and exercise priorities with minimal supervision.

Desirable

- Experience in a similar position
- Broad knowledge of The University of Queensland policies and procedures.

The University of Queensland is committed to equity, diversity and inclusion.