POSITION DESCRIPTION

Position Title: Student and Academic Administration Officer
Organisation Unit: School of Chemistry and Molecular Biosciences
Position Number:
Type of Employment: Continuing, full-time
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 (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

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 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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 will have further success in this area as an important strategic aim going forward.

Organisational Environment

The School of Chemistry and Molecular Biosciences (SCMB) teaches and researches in the disciplines of Chemistry, Biochemistry & Molecular Biology, Biotechnology, Microbiology and Parasitology. The common thread in the School's discipline mix is the capacity of molecular-based approaches to create understanding and to lead to discovery.

Situated in the Faculty of Science, the School is one of the largest and most-complex in the University with more than 190 full-time equivalent staff, an annual budget of $37M, a student load of more than 1,570 EFTSL (~26% international), and extensive laboratory facilities, scientific equipment holdings and a workshop. It spans two buildings on the St Lucia campus has links to a number of the University’s research institutes. It administers several majors in the BSc and BAdvSc, along with the BBiotech(Hons) and three postgraduate coursework programs.

More information about the School is available at the School’s web site at http://www.scmb.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 position works within the Faculty of Science and will be located predominantly in the School of Chemistry and Molecular Biosciences student and academic administration team. The primary purpose of this position is to provide high quality customer service and administrative support with regard to matters relating to students enrolled in Science programs.

This position will have responsibility for completing a diverse range of administrative processing tasks and associated day-to-day problem resolution and maintenance of administrative systems. The position is required to provide high quality customer service through the delivery of friendly, helpful, accurate, and informative advice and services to students, professional and academic staff.
Duties

Duties and responsibilities include, but are not limited to:

- Provide accurate and timely advice to current and prospective students on degree programs offered through the Science Faculty including academic progress and other matters associated with their academic performance.
- Process applications and documentation for students in relation to admission, progression, change of program, extensions, examinations, placements, graduation matters, credit, study abroad and surveillance, and other tasks as directed by the Manager, Coursework Academic Administration.
- Utilise software systems used by the Science Faculty to perform student administration tasks and be committed to using new programs as they are developed.
- Create, maintain and update electronic course profiles, Blackboard sites, grade uploads and amendments, timetabling, and other associated academic administration tasks.
- Organise recruitment sessions, orientation, workshops, seminars, site visits and field trips.
- Assist the Manager, Coursework Academic Administration on matters relating to student and academic administration.
- Organise postgraduate coursework research project and literature review examiners, distribute assessment items, check and validate assessment results and upload results electronically.
- Contribute to the development and implementation of administrative procedures for degree programs offered through the Science Faculty.
- Prepare non-standard letters and other correspondence in relation to student administration and related matters. Update handbooks, publications and websites.
- Act as secretary for committees and meetings, including the preparation of agendas and minutes and provide administrative support for committee initiatives.
- Provide assistance to the program directors in scheduling student meetings and for similar administrative tasks.
- Process casual pay claims.
- Other tasks as directed by the Manager, Coursework Academic Administration.
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 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

Reporting Relationships

The position reports to the Manager, Coursework Academic Administration, SCMB.
SELECTION CRITERIA

Qualifications and Experience

Essential
• An undergraduate degree in a relevant area or an equivalent combination of relevant experience and/or education/training.

Desirable
• Experience in a tertiary education institution or other large organisation in an area related to student administration.

Knowledge and Skills

Essential
• A sound understanding of key administrative policies and processes relevant to the student administration including undergraduate and postgraduate admissions, enrolments, examinations, graduation or the ability to rapidly gain such knowledge.
• Demonstrated ability to effectively manage a reasonably high and diverse workload and meet deadlines while maintaining accuracy and attention to detail.
• Ability to exercise initiative, tact and good judgment and to work independently and autonomously.
• Well-developed organisational and problem-solving skills.

Desirable
• Knowledge of University student computer systems and packages e.g. Microsoft Office, SI-net, Business Objects, iSuite packages and the use of CRM systems.

Personal Qualities

Essential
• High level written, oral and interpersonal communication skills.
• A strong ability to work in a team environment.
• Demonstrated commitment to, and enthusiasm for, the provision of excellent and accurate client service.
• An empathy with and ability to communicate with students, including those from diverse cultural backgrounds.
• Well-developed organisational and problem-solving skills.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. Applications are also encouraged from women.