# POSITION DESCRIPTION

**Position Title:** Senior Student Experience Officer  
**Organisation Unit:** Faculty of Business, Economics and Law  
**Position Number:** NEW  
**Type of Employment:** Full Time, Continuing  
**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 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 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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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 Faculty of Business, Economics and Law (BEL) incorporates three schools – UQ Business School, the School of Economics and the TC Beirne School of Law – and two research centres – the Australian Institute for Business and Economics (AIBE) and the Centre for the Business and Economics of Health (CBEH).

With more than 450 staff and 12,000 enrolled students, including 5600 international students, the BEL Faculty is UQ’s largest.

The Faculty offers a wide range of undergraduate and postgraduate programs at the St Lucia campus. It also operates UQ Brisbane City, the University’s newest site in the heart of the Brisbane CBD. Home to students and professionals from select postgraduate programs and UQ Executive Education courses, UQ Brisbane City is a unique space where students, alumni, industry and government can create, connect and innovate.

The Faculty’s high-achieving students are taught by leaders in their fields, many of whom are renowned researchers and consultants to companies around the globe. Students can also connect with the Faculty’s award-winning Student Employability Team to increase their employability, access opportunities and manage their careers.

The Faculty boasts a global, tight-knit alumni network of more than 67,000. BEL alumni hold leadership positions in the private sector, in government and with not-for-profit organisations worldwide.

To learn more about the BEL Faculty, please visit https://bel.uq.edu.au.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at https://staff.uq.edu.au/information-and-services/human-resources.

DUTY STATEMENT

Primary Purpose of Position

The primary purpose of this position is to provide high-level support on a range of student matters and applications, and the maintenance of administrative systems within the Faculty office as they relate to student administration to ensure efficient and effective operations.

Key Responsibilities

1. Provide high level administrative support for the Faculty’s Advanced Honours programs and other programs designated by the Manager, Student Experience (Student Support).
2. Represent the Faculty as ‘Subject Matter Expert’ for University-wide student administration projects and contribute to the review of student administration procedures and processes, ensuring they are fit for purpose to maximise efficiency, recommend improvements where identified and implement agreed change.

3. Supervise the Student Experience Assistants, including workload management and conducting performance planning and review in accordance with the Recognition and Development Program.

4. Provide training on relevant business processes to staff in the Faculty and its schools and undertake SIS-net expert user functions (admissions, records and enrolments and changing program/plan).

5. Foster relationship management with key stakeholders including advising on complex student and academic matters. Participate on working groups and relevant committees and assist with preparations of materials for submission to university committees.

6. Assist with co-ordinating operational aspects of administrative activities associated with the student lifecycle including admission, enrolment, assessment, awards and graduation.

7. Act as a deputy for the Manager, Student Experience (Student Support) as required and assist school and faculty student administration staff with difficult enquiries in the absence of the Manager, Student Experience (Student Support).

8. Represent the Faculty and its schools at TSXPO, Open Day, graduation ceremonies and other events as required.

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

Leave Restrictions
- Please note: leave restrictions may apply during periods of peak activity in the Faculty and its schools, relating to admission, enrolment and graduations.

Organisational Relationships
The position reports to the Manager, Student Experience (Student Support) and supervises the Student Experience Assistants.
SELECTION CRITERIA

**Essential**

1. A degree with subsequent relevant experience, or extensive experience and specialist expertise or broad knowledge in technical or administrative fields.

2. Substantial, demonstrated experience in the interpretation and application of university rules, policies and procedures and a strong understanding of key administrative processes relating to student and academic administration.

3. The ability to work collaboratively and effectively within a team and across organisational units.

4. Demonstrated capacity for identification and analysis of issues, innovative problem solving and improvement of administrative processes and procedures.

5. Demonstrated experience in the use of computer based student information systems or a demonstrated capacity to rapidly gain such knowledge.

6. Demonstrated ability to meet deadlines, establish priorities, work under pressure and to exhibit sound judgement in challenging situations.

**Desirable**

7. Experience in supervising a customer service orientated team.

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](http://www.uq.edu.au/equity)) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to Recruitment Services ([recruitment@uq.edu.au](mailto:recruitment@uq.edu.au))