POSITION DESCRIPTION

Position Title: Manager, Academic Administration (Governance, Appeals and Placements)
Organisation Unit: Student and Academic Administration - Faculty of Medicine
Position Number: New
Type of Employment: Full-time, Continuing Appointment
Classification: Hew Level 8

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.

Faculty of Medicine

The University of Queensland’s Faculty of Medicine is an internationally recognised provider of world-class education and research. The research-intensive Faculty has a gross budget of almost $300 million, employs approximately 1000 continuing and fixed-term staff (headcount), has a community of more than 4000 non-salaried academic appointees and around 3200 students (headcount).

The Faculty of Medicine offers Australia’s largest medical degree program for graduates and school-leavers. Undergraduate and postgraduate programs are available in the disciplines of Medicine, Health Sciences, E-Health, Mental Health, Biomedical Sciences and Public Health.

The Faculty possesses enormous strengths spanning research, teaching, industry engagement and clinical practice in disciplines ranging from the basic sciences, biomedical research and development, to clinical trials and public health. Research projects within the Faculty have already led to discoveries with far-reaching social and economic impacts, including the revolutionary Gardasil (TM) vaccine for cervical cancer (Professor Ian Frazer) and a drug discovery EMA401 (Professor Maree Smith), a first-in-class oral treatment for chronic pain which through Spinafex Pharmaceuticals led to Australia’s largest biotechnology commercialisation deal. Faculty staff include three highly cited authors, one Fellow of the Royal Society (FRS), three Fellows of the Australian Academy of Science (FAA) and 12 Fellows of the Academy of Health and Medical Sciences (AAHMS). The Faculty is a core member of Brisbane Diamantina Health Partners, the Brisbane-wide academic health science system.

Educational offerings in biomedical sciences, medicine and public health are informed and supported by research activity across a range of fundamental and clinical areas of importance including recognised strengths in cancer, skin diseases, brain and mental health, maternal and child health and genomics. Cutting-edge facilities such as the Herston Imaging Research Facility (HIRF), the UQ Centre for Clinical Research (UQCCR), our laboratories in the Translational Research Institute (TRI) and the new Centre for Children’s Health Research (CCHR) enable outstanding research outcomes and sharpen our understanding of cancer, autoimmunity, mental disorders, infectious diseases and neurological disease. Further details are available at www.medicine.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 of Manager, Academic Administration (Governance, Appeals and Placements) forms part of a broader management team in the area of student and academic administration in the Faculty of Medicine.

The position supports the Senior Manager, Student and Academic Administration across a range of areas and is responsible for:

• Supporting, coordinating and providing advice to the Faculty Board of Studies and Teaching and Learning Committee, including the associated working parties and overseeing the resultant actions;
• Managing the engagement and administrative processes associated with our international partners and the Faculty’s international student body;
• Managing responses to student grievances, appeals, fitness to practice concerns and student misconduct; and
• Overseeing undergraduate and postgraduate student placements, including incoming electives.

Duties

Duties and responsibilities include, but are not limited to:

**Academic Administration:**

• Provide high level advice and support to the Associate Dean (Academic) on academic governance and complex student and academic matters;
• Manage the Faculty response to, and provide support for Schools/Teaching Units, in relation to student appeals, grievance, fitness to practice concerns and student misconduct in accordance with University policies and procedures;
• Consult with the University’s Legal Office to resolve complex student matters as they arise;
• Initiate best practice strategies in the Faculty’s Schools and Teaching Units in the interpretation and application of the University’s policies and procedures as these relate to academic administration;
• Manage the preparation of materials for submission to central committees;
• Provide high level advice and act as Secretary to relevant Faculty committees, in particular the Faculty Teaching and Learning Committee and Boards of Studies;
• Assist with the collation and analysis of evidence in support of Academic Program Reviews, reaccreditation and Faculty strategic initiatives;
• Participate in working parties in relation to Faculty initiatives or new academic directions in teaching and learning; and
• Manage and oversee the processing of requests and documentation.

**Student Placements:**

• Manage, develop and enhance the allocation of student placements across the Faculty;
• Manage the execution and recording of student placement agreements, ensuring complex issues such as insurance, risk and specific academic discipline differences are considered;
• Develop and maintain a network of student placement stakeholders across all Schools/Teaching units within the Faculty;
• Consult with the University’s Legal and Insurance areas to resolve complex issues as they arise;
• Manage the collection, analysis, and reporting on data relating to student placements, to enable the Faculty to undertake strategic planning and decision-making;
• Represent the University on internal and external working groups/committees relating to student placements and advise University staff on developments that may affect student placements.

**Partnership Engagement:**

• Liaise, engage and develop working relationships with the Faculty’s partners including the Ochsner Clinical School and international placement providers;
• Implement strategies to promote strong working relationships with the Faculty’s partners including domestic and international placement providers and the Faculty’s international student body.

**Staff Management:**

• Lead and assume overall management and responsibility the Academic Administration team.

**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 position reports to the Senior Manager, Student and Academic Administration.

**SELECTION CRITERIA**

**Essential**

• Completion of a postgraduate qualifications or progress toward postgraduate qualifications and extensive relevant university experience; or management expertise and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training;
• A thorough knowledge of the University’s structure, policies and procedures, in particular as they relate to student and academic administration, or a demonstrated ability to quickly acquire such knowledge;
• Demonstrated experience in managing responses to complex issues including complaints and grievances;
• Demonstrated experience working in a management, administrative or project role including experience in negotiating positive outcomes with multiple stakeholders;
• Demonstrated understanding of the demands and opportunities within a complex and multidisciplinary clinical and/or teaching environment;
• Excellent interpersonal, written and oral communication skills, especially the ability to communicate effectively in difficult situations;
• Demonstrated expertise in using large corporate administration systems to source and record data and deliver reports;
• Strong problem-solving skills and analytical ability, including a demonstrated ability to resolve issues through negotiation;
• Demonstrated high level organisational and management skills, including the ability to meet deadlines under pressure;
• A track record of commitment to a culture of continuous improvement and working autonomously, including the ability to identify areas for improvement, lead reviews and successfully implement new business processes;
• Demonstrated ability to positively develop and manage strong working relationships with external and internal stakeholders across a wide client base.

**Desirable**

• Demonstrated experience in the health sector, particularly if this involved working with students on placements or liaising with universities regarding placements;
• An understanding of the issues facing the health sector, including the challenges related to placement of students.

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.