POSITION DESCRIPTION

Position Title: Student Experience Officer (Academic Administration)
Organisation Unit: Faculty of Business, Economics & Law
Position Number: 3025852
Type of Employment: Full Time, Continuing
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 (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.

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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

Provide a high level of professional service to students and other stakeholders of the Faculty in relation to the duties of this Position Description. Contribute to the development and administration of policy and procedures in relation to student and academic matters within the Faculty.

Duties

Duties and responsibilities include, but are not limited to:
**Student Administration**

- Provide accurate and timely advice to students and process documentation in relation to admission, progression, exchange, examinations, graduation matters, etc. in programs designated by the Manager, Student Experience (Student Support).
- Provide advice to students and prospective students on degree programs offered through the Faculty, academic progress, career outcomes and other matters associated with their academic performance.
- Apply a sound general knowledge of student administration and develop specific knowledge of the policies and procedures for enrolment processing.
- Assist the Manager, Student Experience (Student Support) and/or Manager, Student Experience (Governance, Policy and Programs) on matters relating to student and academic administration.
- Provide advice to the Associate Dean (Academic) on student matters relating to undergraduate and postgraduate programs offered through the Faculty.
- Assess academic records for students who expect to graduate.
- Maintain computer and other records of student progress relevant to work areas.
- Assist with “surveillance” error checking for data reporting purposes.
- Liaise with other Faculties, Schools and Central Administration regarding matters of policy and procedures related to student administration.
- Contribute to the development and implementation of administrative procedures for degree programs offered through the Faculty.
- Prepare non-standard letters and other correspondence in relation to student administration and related matters.

**Additional Duties**

- Be responsible for various projects as determined by the Manager, Student Experience (Student Support) and/or Manager, Student Experience (Governance, Policy and Programs).
- Relieve other Student Experience Officers as required.
- Represent the Faculty and University at TSXPO, Courses & Careers Days, UQ Open Day and other promotional activities.
- Act as Secretary to Faculty Committees as required, including preparation of agendas and minutes and taking follow-up action.
- Undertake other duties, consistent with the above, as may be required from time to time.
- Undertake other duties as directed by the Manager, Student Experience (Student Support) and/or Manager, Student Experience (Governance, Policy and Programs).
- Serve as a member on selection committees for appointments up to the equivalent classification level.

**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 Manager, Student Experience (Student Support), Faculty of Business, Economics and Law.

SELECTION CRITERIA

Qualifications and Experience
- An undergraduate degree in a relevant area or an equivalent combination of relevant experience and/or education/training.
- Experience in a tertiary education institution or other large organisation in an area related to student/course/academic administration.

Knowledge and Skills
- A sound understanding of key administrative processes relevant to the student and academic support programs of the Faculty Office, viz. undergraduate and postgraduate admissions, enrolments, examinations, graduation.
- Knowledge of University student computer systems e.g. SI-net and Business Objects, or the ability to rapidly gain such knowledge.
- Well-developed skills in the use of computer packages for word-processing, data storage and retrieval, e-mail, spreadsheets, World Wide Web and other administrative activities.

Personal Qualities
- High level written and oral communication skills.
- A strong orientation to the provision of a high level of customer service.
- An empathy with and ability to communicate with students, including those from diverse cultural backgrounds.

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.

Accessibility requirements and/or adjustments can be directed to BEL HR (hr@bel.uq.edu.au).