POSITION DESCRIPTION

Position Title: Student Case Coordinator
Organisation Unit: Student Complaints and Grievance Resolution
Position Number: TBA
Type of Employment: Full Time, Continuing
Classification: Hew Level 7

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 (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). 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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 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+.

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

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 Academic Services Division's mission is to provide expert information, direction and professional service to support the University’s student and academic activities.

Sections within ASD include:

**Office of the Academic Registrar** – The Academic Services Division (ASD) led by the Academic Registrar, has responsibility for the functions of Academic Policy and Programs; Admissions; Examinations; Student Centres; Student Complaints and Grievance Resolution; Student Fees and Scholarships; Student Progression and Teaching Space Management.

**Academic Policy and Programs** - provides administrative support for teaching and learning activities through a range of services that support academic decision-making processes, information provision and dissemination.

**Admissions** – administer the University’s Admission Policies for the admission of undergraduate applicants through the Queensland Tertiary Admissions Centre (QTAC), respond to prospective student enquiries concerning University programs, admissions requirements etc. and are involved in the production of the QTAC Guide and Entry Options;

**Examinations** – manage all aspects of the centrally coordinated examinations process and contribute to the development of assessment policy;

**Student Centres** - Student Centres are located on the St Lucia, Gatton and Herston campuses and provide advice on student enquiries across a broad range of University activities;

**Student Complaints and Grievance Resolution** – provides coordination and support for the University’s grievance, appeal and misconduct processes

**Student Financials** – provides a centralised student fee and scholarship service, including administration of approved student fees and the University’s Senate approved financial awards (scholarships, bursaries and prizes) and provision of student fees and scholarships advice to clients and for policies, systems and publications;

**Student Progression** – coordinate conferrals and graduation ceremonies; manage the process for academically at-risk students in accordance with the Academic Progression Procedures; provide advice and support for student enrolment;

**Teaching Space Management** – provides administrative support for the effective management of centrally controlled teaching facilities and coordinates the production and publication of the class timetable;
Information for Prospective Staff

Information about the Division and the Directorate may be accessed on the ASD web site at https://teaching-learning.uq.edu.au/about/academic-services-division.

Information about life at UQ including staff benefits, relocation and UQ campuses is available online.

DUTY STATEMENT

Primary Purpose of Position

The primary role of the Student Case Coordinator is to oversee and progress investigations to address complaints and allegations of student misconduct in a timely and effective manner; provide high-level advice, including the preparation of briefs and recommendations, for the Academic Registrar and other decision makers; and analyse case data to the identify systemic issues, develop solutions and actively promote best practice in complaints management through training and awareness initiatives.

Duties

Duties and responsibilities include, but are not limited to:

- Conduct, coordinate and participate in complex investigations and reviews of complaints in accordance with the Student Grievance Resolution Policy and Procedures, the Student Integrity and Misconduct Policy and the Appeals to Senate by Students Policy, under the supervision of the Manager, SCGR and Deputy Director, Academic Services.
- Collate, review and analyse written material and other evidence including internal and external reports, complaint materials, policies/procedures/standards, incident reports, interviews, and other documents.
- Prepare complex written materials including detailed investigation reports, panel briefs, interview questions, correspondence, chronologies hearing notes, outcome notifications and other documents.
- Lead and provide guidance to other staff within the Unit in relation to the investigation and management of alleged student misconduct.
- Case-manage and quality-assure investigations undertaken by Schools and Faculties, and contribute to the unit’s internal investigation capacity by training, mentoring and supporting any UQ staff tasked with completing a student investigative inquiry.
- Identify systemic and strategic issues arising from student complaint and misconduct cases and develop resolution strategies in consultation with the Manager, SCGR and Deputy Director, Academic Services.
- Manage and contribute to projects associated with the continual improvement of the University’s student integrity and misconduct framework.
• Assure University compliance with external regulatory frameworks as they relate to complaint handling, including the Higher Education Standards and actively promote best practice through training and awareness initiatives.

• Liaise with University clients and external stakeholders including the Queensland Ombudsman’s Office.

• Develop and document effective business processes for the efficient operation of the Unit.

• Analyse and report on trends and emerging issues relating to student complaints and grievances.

• Other duties as directed by the Manager, Student Complaints and Grievance Resolution Unit and the Deputy Director, Academic Services.

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 Complaints and Grievance Resolution.
SELECTION CRITERIA

**Essential**

- Completion of a degree with at least four (4) years subsequent relevant experience, or an equivalent combination of relevant experience and/or education/training.
- Case management experience in an educational or public sector environment.
- Demonstrated experience in conducting and case-managing complex and sensitive grievances and misconduct investigations.
- Possession of highly developed conceptual, analytical and problem-solving skills.
- Excellent written and verbal communication skills, including the ability to prepare complex investigation reports, submissions and recommendations.
- Highly effective interpersonal, consultation and conciliation skills, with a proven ability to communicate effectively at all levels within a large and diverse organisation, in sometimes difficult circumstances.
- Ability to rapidly gain knowledge of relevant legislation, policies and principles applicable to the management of student grievances within a university environment.
- Demonstrate highest levels of confidentiality, discretion and integrity.
- Ability to work collaboratively and with objectivity.
- Ability to solve problems and recommend solutions to support operational efficiency and effectiveness.
- Ability to prioritise own workload, work independently and meet deadlines.

*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 for further information and points of contact if you require additional support.*

*Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au.*