

POSITION DESCRIPTION

Position Title:	Student Administration Assistant
Organisation Unit:	Faculty of Science
Position Number:	TBC
Type of Employment:	Full Time, Fixed Term for 12 months
Classification:	HEW Level 4

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.

Organisational Environment

The units within the Faculty of Science are internationally recognised and their teaching and research successes create a stimulating environment within which the Faculty staff work. The Faculty is managed by the Executive Dean, who has direct responsibility for the physical, financial and human resources, academic matters relating to programs and students, and a range of other areas such as the development of research, national and international marketing, and enhanced government, business and community links.

The Faculty of Science unites the disciplines of agriculture and animals, biomedical and biological sciences, chemistry, earth sciences, food sciences, geography, marine science, mathematics and physics, planning, the environment and veterinary science.

With strong links between the enabling and applied sciences, UQ is ranked among Australia's top three research universities for the impact of its groundbreaking projects, addressing today's global challenges of sustainable energy production, feeding a growing world population, maintaining health and well-being, and managing the impact of climate change on our environment. The units within the Faculty of Science are internationally recognised and their teaching and research successes create a stimulating environment within which the Faculty staff work.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is [available online](#).

DUTY STATEMENT

Primary Purpose of Position

The position works within the Faculty of Science in the student and academic administration team. The primary purpose of this position is to be the first point of contact for student enquiries to the Faculty Office. The position is required to provide high quality customer service through the delivery of helpful, friendly, accurate, and informative advice and services to students, professional and academic staff. The position will also provide administrative support with regard to all enrolment and student academic matters relating to students in the Faculty's programs.

Duties

Duties and responsibilities include, but are not limited to:

- Provide accurate and timely advice to current and prospective students on a range of topics related to student and academic administration through managing the student

enquiries email account, assisting with telephone enquiries and over the counter enquiries.

- Apply a sound general knowledge of student and academic administration and develop specific knowledge of the policies and procedures for enrolment processing.
- Receipt and process applications and documentation for students in relation to admission, progression, examinations, class sign-on, study abroad, surveillance, course enrolment, and other student administration tasks.
- Maintain and update of course and program information in University systems including electronic course profiles, Blackboard sites, grade upload and amendments, timetabling, and other academic administration tasks.
- Provide advice to other University staff on student matters relating to undergraduate and postgraduate programs and courses offered through the Faculty.
- Utilise University software systems to perform student and academic administration tasks and be committed to using new programs as they are developed.
- Maintain stationery supplies and other general office duties including updating noticeboards, as required.
- Liaise with other Faculties, Schools and Central Administration regarding matters of policy, and procedures related to student and academic administration.
- Represent the University at TSXPO, Courses & Careers Days, UQ Expo and other engagement activities as required.
- Other tasks as directed by a Team Coordinator, Deputy Manager or Manager, Student and 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 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

Location and Travel

While this position is primarily based at the St Lucia campus, some travel to Gatton and other Faculty locations may be required.

Organisational Relationships

The position reports to the Team Coordinator (St Lucia), Faculty of Science.

SELECTION CRITERIA

- Completion of a Certificate IV or diploma level qualification, and/or at least two years relevant experience.
- A strong orientation and commitment to the provision of a high level of customer service.
- Highly developed organisational and time management skills.
- Knowledge of key administrative processes relevant to student and academic administration including undergraduate and postgraduate admissions, enrolments, examinations, graduations, or the ability to rapidly gain such knowledge.
- High level of attention to detail and accuracy in written work.
- Ability to exercise initiative and judgment and to work independently and autonomously.
- High level written, oral and interpersonal communication skills including a empathy with and ability to communicate with students, including those from diverse cultural backgrounds.
- The ability to work collaboratively and effectively within the team and across other organisational units.
- Knowledge of University student computer systems and packages e.g. Microsoft office, SI-net, Business Objects and the use of CRM systems.

This role is a full-time position; however flexible working arrangements may be negotiated.

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