POSITION DESCRIPTION

Position Title: Senior Academic Support Officer
Organisation Unit: Faculty of Business, Economics and Law
Position Number: 3008749
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 (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 Faculty of Business, Economics and Law (BEL) incorporates three schools – UQ Business School, the Law School and the School of Economics – and three research centres – the Australian Institute for Business and Economics (AIBE) and the Centre for the Business and Economics of Health (CBEH).

With more than 500 staff and 13,000 enrolled students, we are UQ's largest Faculty. Our aim is to engage and build sustainable and mutually beneficial relationships with our students, alumni, industry and government.

We offer students unparalleled opportunities through our wide range of undergraduate and postgraduate programs at the St Lucia campus. We also operate UQ Brisbane City, the University's premier executive conference, training and events space in the heart of the Brisbane CBD. Home to students and professionals from select postgraduate programs and Executive Education courses, UQ Brisbane City is a unique space where students, alumni and industry can create, connect and innovate.

Our high-achieving students are taught by leaders in their fields, many of whom are renowned researchers and consultants to companies around the world. Students can also connect with the Faculty's award-winning Student Employability Team to gain industry-relevant skills, experiences and job opportunities.

Our global alumni network encompasses more than 69,000 graduates, and our 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 online.

DUTY STATEMENT

Primary Purpose of Position
The primary purpose of the Senior Academic Support Officer is to manage the more complex student related responsibilities of the office of the Associate Dean Academic and plays a key role in the effective management of students that are experiencing circumstances which impact their academic progression.

The position provides general administrative support to the Associate Dean, Academic and acts as an important bridge between this office and the Business, Economics and Law schools in the BEL Faculty.
Duties

Duties and responsibilities include, but are not limited to:

- Provide advice and support to relevant decision makers on student matters and related student appeals and grievances by preparing documentation and written correspondence and providing relevant information and recommendations within the framework of University rules, policies and procedures.
- Provide high level administrative assistance to the office of Associate Dean, Academic to effectively manage routine and complex student cases ensuring all student related decisions made by the office of ADA are applied consistently and recorded accurately in accordance with University policy.
- Supervise, mentor and provide training to the Academic Support Assistant.
- Develop and maintain specialist knowledge of student related University rules, policies, procedures and provide written and oral advice to students and Faculty and School staff as required.
- Assist with coordinating the Faculty’s processes for managing Show Cause and Warned Students as well as students with an Elite Athlete status, including working collaboratively with Faculty and School staff to integrate assistance and support services.
- Oversee the Faculty administrative processes for withdrawal without academic penalty, deferred examinations, supplementary assessment, amendments to results and assessment re-mark requests.
- Under direction of the Associate Dean, Academic and Student and Academic Administration Manager, draft Guidelines to be used in the BEL Faculty’s schools on student related administrative processes.

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 Student and Academic Administration Manager. The position supervises the work of the Academic Support Officer.
SELECTION CRITERIA

- An undergraduate qualification with significant relevant experience in business administration or education; or extensive experience and specialist expertise in the field of student administration; or an equivalent combination of relevant experience and/or education/training.

- Demonstrated specialist knowledge of University Rules, Policies and Procedures, deadlines and services relating to student matters or a capacity to rapidly gain such knowledge.

- Demonstrated competence in the conduct of administrative duties, including the ability to be proactive in reviewing work practices and updating procedures and processes where required.

- Demonstrated high level of written, oral and interpersonal skills, including the ability to effectively liaise, communicate and negotiate with people at all levels and from all cultures.

- Proven strong organisational skills and demonstrated ability to prioritise tasks and ensure that deadlines are met whilst demonstrating accuracy and attention to detail.

- Advanced skills with computer applications such as Microsoft Office and knowledge and training in University student and academic administration systems, including SI-net and Business Objects

- Ability to use sound judgement and sensitivity when assessing situations and diplomatic skills when resolving problems and facilitating outcomes.

- A commitment to assisting other staff members and contributing to the development of a professional and productive 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 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 recruitment@uq.edu.au.