POSITION DESCRIPTION

Position Title: Student Administration Officer
Organisation Unit: Student and Academic Administration - Faculty of Medicine
Position Number: NEW
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.
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 $11 billion+ (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

The primary purpose of this position is to provide high quality customer service and administrative support with regard to matters relating to students enrolled in the Faculty of Medicine programs. This position will have responsibility for completing a diverse range of administrative processing tasks and associated day-to-day problem resolution and maintenance of administrative systems. The position is required to provide high quality customer service through the delivery of friendly, helpful, accurate, and informative advice and services to students, professional and academic staff.

Duties

Duties and responsibilities include, but are not limited to:

Student Administration

- Provide information and advice to students, prospective students and staff on the academic programs offered through the Faculty including admission requirements, enrolment processes, applications for credit, examination and graduation procedures and the policies, rules and procedures associated with a student’s progress within the learning environment.
- Process applications and documentation for Faculty of Medicine students relating to admission (including multi-mini interviews and MD provisional entry pre-requisites), enrolment, academic progression, assessment and graduation, and providing relevant information and recommendations.
- Assist with student enrolment surveillance as well as government and regulatory reporting processes.
- Utilise corporate and bespoke software systems used by the Faculty of Medicine to perform student administration tasks, and be committed to using new programs as they are developed.
- Provide assistance to the Faculty Timetabling Coordinator, when required.
- Assist with processes for reviewing and managing the accuracy of information relevant to Faculty and University databases, websites and publications, including program and plan information, course lists, program information book, study guides, faculty website, UQ Answers, information sheets etc.
- Assist in the development and implementation of standard operating procedures related to student administration.
- Assist with the implementation of strategies and work practices which will improve the work flow, efficiency and effectiveness of the Faculty Student Administration area;
- Liaise with other Faculties, Schools and Central Administration on specific student matters and in relation to the application of policy and procedures related to student administration;
- Contribute to the planning and organisation of, and participate in, events such as Orientation, TSXPO, UQ Open Day and other events as required;
- Provide on-site support to School based student administration teams as required.
Committee Support
• Act as secretary to committees and working groups, including the preparation of agendas and minutes.

General Administration
• Provide reliable initial front office, email and telephone advice to students and staff as required.
• Management of documentation relating to student for the Manager, Student Administration and Senior Manager, Student and Academic Administration as required.
• Assist in other student and general administrative activities as appropriate.

Location and Travel
• The Faculty of Medicine is based at the Herston campus, some travel between campuses and other locations may be required.

Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
• On occasion cross-campus, intrastate, interstate and overseas travel may be required for student recruitment activities.
• 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 Student Administration Officer.

SELECTION CRITERIA

Essential
• Completion of an undergraduate degree or an equivalent combination of experience in student administration and/or education/training;
• Knowledge and understanding of University policies and procedures in the area of student and academic administration;
• A sound understanding of key administrative processes relevant to the student lifecycle from admission to graduation for both undergraduate and postgraduate coursework students;
• Well-developed interpersonal skills, including the ability to communicate effectively, handle sensitive and confidential matters, negotiate successful outcomes and work effectively as a team member;
• Demonstrated commitment to and enthusiasm for the provision of excellent client service;
• Excellent written and verbal communication skills with the ability to provide accurate, clear and consistent advice on policy and procedural matters;
• Strong organisational skills, and demonstrated ability to prioritise own workload, meet deadlines and work with a high level of accuracy and attention to detail;
• Demonstrated problem solving skills using judgement and reasoning in interpreting situations and providing accurate and consistent advice, particularly in relation to student rules and associated policies and procedures;
• High level of computer proficiency with experience in the use of a wide range of computer applications in a network environment;
• Ability to exercise initiative and judgment and to work independently and autonomously;
• Ability to prioritise competing work demands in a high volume environment, work independently and meet deadlines;
• An empathy with and ability to communicate with staff and students, including those from diverse cultural backgrounds.

Desirable
• Experience in a tertiary education institution or other large organisation in an area related to student administration;
• Knowledge of University student computer systems and packages e.g. Microsoft office, SI-net, Business Objects and the use of CRM systems.

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.