POSITION DESCRIPTION

Position Title: Senior Administrative Officer
Organisation Unit: Faculty of Humanities and Social Sciences
Position Number: 3026440 and 3026745
Type of Employment: Full Time, fixed term
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 Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (45), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). UQ again topped the nation in the prestigious Nature Index, and our Academic Ranking of World Universities result in the field of Life and Agricultural Sciences is 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.

Organisational Environment

The Faculty of Humanities and Social Sciences (HaSS) is a large comprehensive Faculty with a broad academic profile and substantial research achievements. The Faculty Office is based at the St Lucia campus in the iconic Forgan Smith building adjacent to the Great Court of the University. The Executive Dean of the Faculty is Professor Heather Zwicker.

The Faculty comprises seven Schools (Communication & Arts; Education; Historical & Philosophical Inquiry; Languages & Cultures; Music; Political Science & International Studies; Social Science), two research Institutes (Institute for Social Science Research; Institute for Advanced Studies in the Humanities), two museums (Anthropology Museum and the RD Milns Antiquities Museum), and several school-based research centres. It offers a broad range of programs to a large cohort of international and domestic students, with 850 research higher degree students, approximately 1,500 students in postgraduate coursework degrees and close to 8,000 undergraduates.

There are over 300 academic staff across the Faculty. One indicator of our standing in the disciplines that we research is membership in the learned academies, where UQ can proudly claim 34 members of the Australian Academy of the Humanities and 43 members of the Academy of Social Sciences in Australia.

Teaching in the Faculty is underpinned by substantial research performance and several specialized fields of research were judged at the highest level (5 ranking) in the most recent Excellence in Research Australia (ERA) evaluation that concluded at the end of 2015. These fields include Specialist Studies in Education; Political Science; Cultural Studies; Literary Studies; History and Philosophy of Specific Fields. Overall, HASS returned outputs to 21 disciplinary field codes, where 90% were rated above (4 ranking) or well above world standard (5 ranking). This is indicative of high quality and capacity in research.

These research achievements internationally are reflected in the 2016 Leiden rankings (based on impact, not reputation), where the Humanities and Social Sciences at UQ ranks 21st in the world on the quantum of publications in ranked journals, placing us first in Australia and in the Oceania region (for the full data-set see http://www.leidenranking.com).

The quality of our overall Faculty’s performance is also evident in the QS World University Rankings for 2015 which places Social Sciences at UQ at 30th in the world, and Humanities in the top 50. This data can be accessed at: http://www.topuniversities.com/faculty-rankings.

More information about the Faculty can be accessed at http://www.hass.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

Primary Purpose of Position

The primary purpose of this position is to provide high-level support on a range of student and academic admin matters and the maintenance of administrative systems within the Faculty office. This position is responsible for the supervision of staff in the Faculty office including the management of workloads and development of staff members, under the direction of the Manager, Student Administration and the Manager, Academic Programs and Policy.

Duties

Duties and responsibilities include, but are not limited to:

- Provide high level information and advice on a range of student and academic administrative matters to students, prospective students, staff and the general public by telephone, face-to-face, email and online enquiries
- 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 advice on policy and procedures in relation to academic matters including teaching and learning policy and procedures, and academic approval.
- Act as team leader for the Student and Academic Administration teams, answering enquiries; co-ordinating operational aspects of administrative activities and other tasks as determined by the Managers.
- Keep the Manager, Student Administration and Manager, Academic Programs and Policy fully informed about the activities and issues related to the day-to-day operations.
- Liaise with, and provide support to staff in Schools, Faculties and other organizational units, and external stakeholders, on specific student and academic matters.
- Assist with planning and participate in events such as Open Days, TSXPO and Orientation as required.
- Act as a SI-net Expert User and provide relevant training as required.
- Assist with student enrolment surveillance and government and regulatory reporting processes
- Assist with processes for reviewing and managing the accuracy of information in relevant University databases, websites and publications.
- Undertake statistical and data analyses (using Business Objects) as required
- Manage administrative aspects of University medal assessments; relevant UQ awards, prizes and Scholarships.
- Provide secretarial support to Faculty committees and working parties as required and assist with the preparation of materials for submission to university committees.

Supervision and Training:

- Supervise Student Administration Officers.
- Conduct staff review and performance appraisals
- Act as a deputy for the Manager (Student Administration) and Manager (Academic Programs and Policy) as required.
Other
Ensure you are aware of and comply with legislation and University policy relevant to the
duties undertaken, including:

- 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 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

Leave Restrictions
- Please note: leave restrictions may apply during periods of peak activity in the faculty and
  its schools, relating to admission, enrolment, examinations and graduations.

Organisational Relationships

The position reports both to the Manager, Student Administration and the Manager, Academic
Programs and Policy and provides support to the Associate Dean (Academic) and other senior
faculty staff as required. This position has direct supervisory responsibility for a number of staff
members in the St Lucia office.

SELECTION CRITERIA

Essential

- A degree with subsequent extensive experience and specialist expertise OR an
  equivalent combination of relevant experience and/or education/training.
- Administrative experience in an area related to student and academic administration in a
  university environment.
- Demonstrated ability to meet deadlines, to work under pressure and to establish priorities.
- Knowledge of the university’s teaching programs, rules, policies, organisational structures
  and administrative procedures or a demonstrated capacity to rapidly gain such knowledge.
- High level proficiency and practical understanding of administrative computer applications,
  especially with data on corporate systems; such as PeopleSoft and Business Objects.
- Advanced level of written communication skills and effective interpersonal and oral
  communication skills.
- Demonstrated ability to use initiative and judgement and to problem-solve.
- Demonstrated leadership skills and the ability to supervise staff in a service-orientated
  environment, including capacity for the successful development of staff.
- Flexibility, reliability and demonstrated ability to work in a team environment.
- Experience in writing minutes and agendas.

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
hr@hass.uq.edu.au.