POSITION DESCRIPTION

Position Title: Process Improvement Co-ordinator
Organisation Unit: Student Administration
Position Number:
Type of Employment: Fixed term (June 2018 to 31 Dec 2018), Full time
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 among the world’s top universities, as measured by several key independent rankings, including the CWTS Leiden Ranking 2017 (35)*, the Performance Ranking of Scientific Papers for World Universities (41), US News Best Global Universities Rankings (45), QS World University Rankings (47), Academic Ranking of World Universities (55), and 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 $11billion+ (see http://uniqquest.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 has primary responsibility for the delivery of student focused administrative functions and contributes to student-related policy development. The Academic Services Division (ASD) consists of the Office of the Academic Registrar and the Directorates of Student Administration and Academic Administration. The Directorates provide high quality administrative and professional services in support of the University’s academic activities.

Sections within Student Administration include:

**Student Centres** - Student Centres are located on the St Lucia, Gatton and Herston campuses and provide a one stop shop for face to face student enquiries across a broad range of University activities, coordinate the University’s Orientation programs and the production of student ID cards;

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

**Admissions** – administer the University’s Admission Rules 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;

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

**Student Fees and Scholarships** – 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;

Information about the Faculty and the School may be accessed on the Faculty’s web site at http://www.uq.edu.au/asd

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

On occasion, staff may be required to work outside standard business hours. Recreation leave must be arranged around peak periods.

**DUTY STATEMENT**

**Primary Purpose of Position**

The primary purpose of this position is to provide high level support to the Senior Manager, Student Fees and Scholarships with business improvement initiatives and fees operational processes.
Duties

Duties and responsibilities include, but are not limited to:

- Identify and drive business process improvements to meet strategic objectives and the provision of a high level of customer service by:
  - analysing business processes;
  - identifying key operational requirements and issues;
  - refining/redeveloping business processes with a view to streamlining and optimising use of available systems.
- Co-ordinate functional aspects of development, implementation and operationalisation of system enhancements and system configuration.
- Plan, organise and co-ordinate fees operations with the Fees Team Leader, to ensure efficient, timely and accurate completion of tasks.
- Prepare and/or oversee the preparation of recommendations for decision makers in relation to student matters in accordance with University policies, procedures and relevant legislation.
- Provide high level support in the implementation/operationalisation of organisational, policy and procedural changes; including analysis of the impact of changed requirements on existing services, processes and procedures.
- Other duties 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

Organisational Relationships

The position reports to the Senior Manager, Student Fees and Scholarships.

SELECTION CRITERIA

Qualifications

- A degree with at least four (4) years subsequent relevant experience; or
- Extensive experience and proven project management expertise; or
- An equivalent combination of relevant experience and/or education/training.

Skills and Knowledge

Essential

- Demonstrated analytical and problem solving skills in business analysis, process design, business process re-engineering and project management.
- Excellent communication skills including the ability to write clear and concise specifications and reports, and to liaise and negotiate effectively.
• Proven ability to develop and document business requirement specifications including designing and documenting detailed process flows to support business solutions.

• Demonstrated analytical and reporting skills and the ability to produce management reports involving complex, high volume data.

• A thorough knowledge of the University’s structure, policies and procedures, in particular as they relate to Student Fees and Scholarships, or an ability to acquire such knowledge rapidly.

• The ability to work under pressure to achieve goals within agreed constraints and timeframes.

Desirable
• Experience with Peoplesoft Campus Solutions and Business Objects.

Personal Qualities

Essential
• Excellent interpersonal skills.
• Proven ability to work both independently and in collaboration with others.
• The capacity to supervise and train staff and to provide leadership in a team environment.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au

Applications are also encouraged from women.

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