POSITION DESCRIPTION

Position Title: Administrative Assistant (Operations)
Organisation Unit: UQ - ICTE
Position Number: TBC
Type of Employment: Continuing
Classification: HEW 3

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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. In 2013, UQ attracted more Australian Research Council funding than any other Australian university or research body.

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 Australian Teaching and Learning Council Awards for Teaching Excellence 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, and a founding member of Universitas 21, an international consortium of leading research-intensive universities. UQ is also the largest university in Queensland.

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 215,000-plus alumni. The University has more than 7,000 academic and professional staff and a $1.6 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.
Organisational Environment

The University of Queensland’s Institute of Continuing & TESOL Education (UQ-ICTE), is a highly recognised and acknowledged international education and capacity development Institute that delivers exemplary English language, international training and development projects that advance learning and inspire people to contribute to their community, industry and government. UQ-ICTE activity includes the delivery of a wide range of English language pathway and support programs and teacher training/continuing education programs to more than 8000 international students, teachers, professionals, business personnel and visitors from over 105 countries annually. The Institute is involved in online training delivery and offshore training provision across the Institute’s extensive network of government, institutional and corporate partners. Project, course and program delivery is also supported by the provision of test administration, including the IELTS, OET and Pearson tests, with extensive client and student support services.

The Institute is one of three central units that report directly to the UQ Pro Vice Chancellor (Future Students). These include UQ International Marketing, Recruitment & Admissions (IMRA) and UQ Domestic Student Recruitment (DSR). The Institute also works in close collaboration with UQ Global Engagement (GE), Faculties and Institutes to support the University’s globalization, internationalisation strategy objectives in learning, discovery and engagement.

Information about the Institute may be accessed on the Institute’s website at www.icte.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-ug

DUTY STATEMENT

Primary Purpose of position

This position coordinates and reconciles that daily works schedule of the General Assistant as allocated and prioritised by the Administration Officer Operations and carries out the general duties of a General Assistant. The role also advises the Administration Officer (Operations) of issues as they arise and list the daily work or task that have not been completed. The Administrative Assistant (Operations) is the link between GAs and the Operations Officer to help ensure that a high standard of internal and external customer service is provided to staff of the Institute and other stakeholders.

Duties

Duties and responsibilities include, but not limited to:

- Reconcile the schedule of daily activities, tasks set for General Assistants (GAs) to ensure continued and effective operational requirement are completed and advise the Operations Officer of any issues, incomplete work.
- Provide basic training/instruction for new GAs on systems and process of operations office.
- Book, prepare and set up of meeting and class rooms for functions/activities.
- Provide general support to Institute staff, including: photocopying, filing, set up of audio and other equipment, and troubleshooting PC/AV issues and log jobs as required.
- Provide courier services both on and off campus.
• Order equipment (stationary, office furniture, IT related equipment) via Unifi and other vendors.
• Program doors for controlled rooms using SiPass.
• Maintain the Institute equipment register and assist with completion of the annual stocktake.
• Maintain operational policies and procedures.
• Undertake other reasonable duties as requested by Administration Officer (Operations).

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 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 2018 and associated legislation, and related responsibilities and procedures developed by the University;
• In accordance with UQ-ICTE policy, administrative staff positions to HEW level 6 are required to wear a UQ-ICTE uniform;
• Staff will be required to work 7.15 hours per day in shifts between the hours of 8:00 am and 6:00 pm and may be required to work extra hours on occasion;
• All staff are expected to treat students and participants, including young learners, with respect and understanding and addressing their concerns at all times and must be familiar with UQ-ICTES’s child and youth policies which support the safety and wellbeing of children and young people in our care.

Organisational Relationships

• The position reports to the Administration Officer (Operations)

SELECTION CRITERIA

Essential

• Completion of Year 12, with relevant experience: or equivalent experience or combination of relevant experience and educational/training.
• Strong communication, time management, organisational skills and computer literacy skills.
• Ability to work collaboratively with colleagues at all levels and to maintain accuracy and to work under pressure.
• Office and clerical skills and experience with Microsoft suite of applications
• Professional presentation to students, clients and visitors.
• Strong work ethic and commitment to being a team member.

Desirable

• Current motor vehicle licence.
• Knowledge of general office and audio visual equipment.
• Knowledge of Audio visual equipment.

The University of Queensland values diversity and social inclusion.
Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au

Applications are also encouraged from women.

This role is a full-time position.