POSITION DESCRIPTION

Position Title: Administration Assistant
Organisation Unit: School of Dentistry
Position Number:
Type of Employment: Part-time (0.8 FTE), continuing
Classification: HEW Level 4

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 (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). 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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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://unioest.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 Health and Behavioural Sciences is a strong faculty that has a coherent focus on health and well-being underpinned by a clear integrative theme related to preventative health and behaviour change. Furthermore, the Faculty provides the opportunity for the allied health sciences to have a strong voice and great visibility within the University.

The Faculty currently includes six schools and three research centres:

- School of Dentistry
- School of Health and Rehabilitation Sciences
- School of Human Movement and Nutrition Sciences
- School of Nursing, Midwifery and Social Work
- School of Pharmacy
- School of Psychology
- Centre for Youth Substance Abuse Research
- RECOVER Injury Research Centre
- Queensland Alliance for Environmental Health Sciences

More information about the Faculty is available at: http://habs.uq.edu.au/.

The School of Dentistry

The UQ School of Dentistry has a long and proud tradition of 84 years of strength in dental education and research, and attracts high achieving students nationally and internationally. UQ is a leading source of expertise in the local, national and international dental community and has been a key contributor to achieving effective solutions to contemporary issues and challenges. The School has strong collaborations within and outside the dental profession.

As part of the Faculty of Health and Behavioural Sciences, the School of Dentistry offers the Bachelor of Dental Science (Honours) program and specialist post-graduate programs (Doctor of Clinical Dentistry). The School of Dentistry also has a growing cohort of research higher degree students.

Research within the School is focused on a number of themes, and crosses a range of areas from laboratory based research through to technologies applied in clinical practice and dental public health.

Further details about the School’s teaching programs, research interests and other activities may be accessed on the School’s web site at http://www.dentistry.uq.edu.au/

Further information about the Faculty and School is available at http://health.uq.edu.au/

The Oral Health Centre (OHC)

The OHC opened in January 2015. This award winning building is the largest and best equipped facility for patient treatment, dental education and research in Australasia. The
OHC has over 150 chairs across 11 clinics and 2 general anaesthetic theatres, a PC2 laboratory catering to a range of laboratory based research, 2 clinical simulation laboratories, 2 auditoriums and a seminar room complex.

The OHC's location on the Herston campus provides an excellent interface with other disciplines and health services, with the nearby Royal Brisbane & Women’s Hospital, the UQ Faculty of Medicine and School of Public Health, and the UQ Centre for Clinical Research. New teaching and research facilities (including expanded simulation labs) and new equipment at the forefront of current technology used in dentistry have allowed the School of Dentistry to commence a refreshed and innovative undergraduate dental program, along with an expanded range of postgraduate programs.

The Oral Health Alliance (OHA)

From January 2017, the OHA integrated the activities of Metro North Hospital and Health Service Oral Health Services and the UQ School of Dentistry to establish world-class activities in clinical teaching, research and service provision in oral health, headquartered around the state-of-the-art Oral Health Centre on the co-located Royal Brisbane and Women’s Hospital and UQ campus at Herston.

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 Administration Assistant is a first point of contact at the School of Dentistry for students, staff and members of the community. The primary purpose of the position is to provide quality professional customer service when advising current and future students as well as the general public and to provide administrative support to the School of Dentistry Student and Academic Services (SAS) team.

Duties

Duties and responsibilities include, but are not limited to:

Reception

- Act as a first point of contact for the School of Dentistry, coordinate and staff the student enquiries desk in the Herston Student Hub, including responding to telephone and counter enquiries.
- General administrative and reception duties such as but not limited to: maintain the register for teaching and learning audio-visual equipment, manage room bookings, manage the digital display monitor and content, maintain the student locker key register and distribute Herston Bike Box keys as instructed by the Property and Facilities Division.
- Provide coverage for the Head of School’s Executive Assistant when required.
**Student & Academic Administration**

- Assist the Senior Administration Officers to provide excellent client service with responding to face-to-face, email and telephone enquiries from current and prospective students.
- Monitor and triage the School of Dentistry enquiry email and Customer Relationship Management (CRM) system as well as the Student and Academic Services team hosted user account.
- Prepare standard correspondence in relation to student administration and related matters.
- Check and process student enrolments, interruption to studies, assessment extension requests and other student-related tasks for final approval within the boundaries of standard operating procedures.
- Identify and refer complex or non-standard enquiries to other members of the Student and Academic Services team or to other areas of the University, including the Student Centre and Faculty of Health and Behavioural Sciences.
- Assist with the implementation and maintenance of systems and processes to promote the efficient operations of student service responsibilities for the School.
- Maintain the School of Dentistry Community Blackboard sites including drafting and posting announcements to students.
- Develop and maintain a sound knowledge and awareness of the University’s rules, deadlines, policies and procedures for all student related matters.
- Provide administrative support to the School’s academic governance structure including committee support.
- Monitor, record and report approved and non-approved student absences to academic staff and clinical placement providers.
- Audit and verify the authenticity of documentation submitted by students and keep accurate records.
- Process and monitor student pre-commencement documentation such as Blue Cards, Immunisation Records, Radiation Licenses and First Aid/CPR certificates, and communicate reminders to students.
- Attend and represent the School of Dentistry at events such as Student orientation, School of Dentistry Research Day, UQ Open Day, and TSXPO.
- Manage the receipt, distribution and storage of student paper-based assessment and organize student exam viewing sessions.
- Undertake other tasks as required by the Team Leader, Student and Academic Services and the School Manager.

**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 Team Leader, Student and Academic Services.
The Student & Academic Administration Assistant must be able to work between the hours of 8:00am – 2:30pm Monday to Friday.

**SELECTION CRITERIA**

*Essential*

- Completion of a Diploma with relevant work-related experience; or an equivalent combination of relevant experience and/or education/training.
- A broad knowledge of the University’s policies and procedures, particularly in relation to student matters or an ability to rapidly acquire such knowledge.
- Knowledge of the key sections of the University and their functions in order to guide students and staff to the best source of information and assistance, or the ability to rapidly gain such knowledge.
- Well-developed skills in the use of computer packages for word-processing, data storage and retrieval, e-mail, spreadsheets, web-based systems and other administrative activities.
- Ability to work effectively in a team environment where administrative based work and tasks are shared responsibilities.
- Demonstrated ability to prioritise own workload, work independently and as part of a team where there is shared responsibilities, including a willingness to assist other staff members in order to meet deadlines.
- Time management skills and with attention to detail in a fast-paced and energetic work environment.
- Effective judgement skills to differentiate between matters which can be dealt with routinely and those requiring involvement from a more senior or specialised administrator.
- A strong orientation to the provision of a high level of customer service.
- Excellent interpersonal, written and oral communication skills including a professional telephone manner and the ability to communicate effectively with people from a range of cultures and backgrounds.
- Ability to remain calm and composed during peak times.

*Desirable*

- Previous exposure to University of Queensland corporate systems, SI-Net, OLA (UQ’s Online Application System), Blackboard, and 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.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.