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.

POSITION DESCRIPTION

Position Title: Senior Administrative Officer (Academic)
Organisation Unit: School of Psychology
Position Number: New
Type of Employment: Full-time, continuing
Classification: HEW Level 6
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://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 Health and Behavioural Sciences
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 preventive 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:

- 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 (CYSAR)
- RECOVER Injury Research Centre
- Queensland Alliance for Environmental Health Sciences (QAEHS)
- Centre for Business and Economics of Health (CBEH)
- UQ Poche Centre for Indigenous Health
- Southern Queensland Rural Health (SQRH)

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

School of Psychology
The School of Psychology is one of the most prestigious schools of psychology in Australia, and its strong reputation is built on excellence in both research and teaching. The School has thriving and dynamic research profiles in almost all areas of psychology, and is able to attract visitors from overseas and other institutions in Australia. It possesses good links, often through cross-appointed staff, with other schools in the University, thus creating opportunities for interdisciplinary collaborative research.

Information about the School may be accessed on the School web site at www.psy.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 role of the Senior Administrative Officer (Academic Administration) within the Student & Academic Services Team supports the academic administrative lifecycle of undergraduate and postgraduate programs on offer at the School of Psychology, working collaboratively in a well-defined team model to provide optimal service to a range of stakeholders. The position holder ensures smooth workflow processes, contributing to the continuous improvement of the quality of programs, service delivery and the student and staff experience.

This position may deputise for the Student & Academic Services Team Leader.

Duties

Duties and responsibilities include, but are not limited to:

- Contribute to and provide advice on policy development and procedures on matters relevant to academic administration, appropriate senior management.
- In conjunction with the Teaching and Learning Chair, Program Directors and the School's Management Team, prepare new or substantially amended course or program proposals, providing support for accreditation requirements and submissions, reporting cycles and other submissions as required.
- Provide high level administrative support and advice to the School's Teaching and Learning Committee, sub committees and other academic governance structures.
- Maintain a Business Process Calendar and manage the School's Academic Calendar.
- Coordinate and oversee the use of systems associated with administrative processes, providing reports, analyses and projections as required, leading the development of such measures and reports.
- Support the Head of School, School Manager, Program Directors and Teaching and Learning Chair in relevant projects to improve quality and performance of programs.
- Act as the main point of contact for the Faculty with respect to matters of academic administration, including but not limited to, teaching and learning policy and procedures, academic approval processes and student progression.
- Coordinate and review management of information in relevant Faculty and University databases, course and program information, websites and publications, study guides, FAQs and information sheets for prospective markets.
- Manage administrative aspects of School processes associated with UQ Employability programs, including scholarships and prizes.
- Provide SI-net training to staff in the School.
- Manage and coordinate the School’s timetabling processes, liaising and consulting with academic staff and other Schools within UQ as required.

Business Development

- Develop, implement and maintain processes and procedures to ensure effectiveness of services and stakeholder satisfaction,
- Under the guidance of the Student & Academic Services Team Leader, contribute to the continuous improvement of business development by proactively reviewing work processes and liaising with relevant staff in the School, Faculty and Central Departments to implement improvements.
- Undertake statistical and data analyses (using Business Objects) as required.
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 Student & Academic Services Team Leader.
SELECTION CRITERIA

Essential

- Completion of an undergraduate degree with subsequent relevant experience; or extensive experience in a relevant area (client-focused roles, client and relationship management, student and academic administration) or an equivalent combination of relevant experience and/or education/training.
- High level interpersonal and communication skills, including the ability to provide advice, negotiate and liaise with stakeholders to achieve desired outcomes.
- Demonstrated ability to positively develop and manage relationships with internal and external stakeholders across a wide client base.
- Demonstrated commitment to the delivery of a high level of customer service.
- Excellent computer skills, with Microsoft Office experience being advantageous.
- Experience and sound skills in using software packages to support reporting, customer relationship management and program functions.
- Demonstrated experience in exercising tact, judgement and discretion when dealing with confidential and personal matters.
- Experience in achieving quality outcomes to meet specified targets, positively receiving feedback and enacting changes in a team environment, instigating improvement measures, developing policies and preparing proposals.
- Demonstrated experience in data analysis and analytics and ability to collate results and findings from a range of internal and external data sources.
- Ability to work collaboratively and professionally with colleagues; initiative and flexibility to work across a range of activities.
- Excellent organisational skills and the ability to prioritise tasks with accuracy and attention to detail.

Desirable

- Exposure to student administration, teaching and learning activities and or other similar educational context.

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 for the right candidate.

Accessibility requirements and/or adjustments can be directed to habs-hr-advisory@uq.edu.au