POSITION DESCRIPTION

Position Title: Program Services Officer
Organisation Unit: UQ Business School
Position Number: 3014380
Type of Employment: Full Time, Continuing
Classification: Hew Level 5

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 (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). 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://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**

As part of UQ Business School, UQ Executive Education produces high-performing leaders and high-impact business results through creative consultation and quality education.

UQ Business School is independently ranked as one of the top business schools in Australia and among the leading institutions worldwide. We are renowned for our cutting-edge research, outstanding academic staff, depth of educational programs and close links with leading global organisations.

UQ Executive Education is based at UQ Brisbane City, the University’s newest site in the heart of the Brisbane CBD. At UQ Brisbane City, students and professionals from the School’s Master of Business Administration (MBA) program and Executive Education courses are taught in smart, functional and flexible learning facilities.

UQ Executive Education offers everything from short courses and training for individuals and organisations to tailored programs and consultancy across the private sector, government and industry. Challenging the boundaries of traditional executive education, UQ Executive Education’s interactive learning model uses a combination of the latest research and experiential learning to give students a fresh perspective on contemporary management and leadership issues.

To learn more about UQ Executive Education, please visit https://execed.business.uq.edu.au.

**Information for Prospective Staff**

Information about life at UQ including staff benefits, relocation and UQ campuses is available at https://staff.uq.edu.au/information-and-services/human-resources.

**Primary Purpose of Position**

The primary purpose of the Program Services Officer is to provide program support to new and current students, and operational support for Executive Education and MBA courses.

**Key Responsibilities**

1. Ensure timely and accurate processing of enrolment applications, credit/exemption applications and credit queries through all stages within the School, keeping stakeholders informed of progress and updating systems as necessary
2. Manage all operational requirements for courses, including room allocation, course material uploads, presenter contracts, orientation sessions, and extending to intensive offerings incorporating meals, accommodation, and other logistics
3. Respond to application queries from prospective participants and seeking advice or escalating as necessary
4. Provide timetabling support to the Executive Education Coordinator
5. Provide reports and regular feedback on enquiry, application and enrolment numbers
6. Interpret and apply degree rules to provide advice to students regarding appropriate study plans
7. Provide support and advice to students regarding student welfare, academic difficulties and intervention strategy/show cause learning agreements, and update systems as necessary
8. Attend and participate in Executive Education and MBA related marketing events and postgraduate information evenings as directed from time to time

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 Executive Education Program Coordinator and has no direct reports.

SELECTION CRITERIA

1. Tertiary qualifications in business administration, event management or related discipline, and/or relevant demonstrable experience providing effective and efficient coordination and administrative support within a multi-functional tertiary, student administration environment
2. Demonstrated high-level of customer service experience
3. High-level written and oral communication skills and effective interpersonal skills, particularly with people from diverse cultural backgrounds and in difficult situations
4. Demonstrated ability to prioritise own workload, work independently and meet deadlines
5. High-level skills in the use of computer packages and software applications (in particular, databases)
6. A broad knowledge of the University’s policies and procedures, University student computer systems and BEL Faculty program offerings, or an ability to rapidly acquire such knowledge

The University of Queensland is committed to equity, diversity and inclusion.