POSITION DESCRIPTION

Position Title: Student Administration Officer
Organisation Unit: Faculty of Humanities and Social Science
Position Number: 3026441
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 (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 Faculty of Humanities and Social Sciences (HaSS) is a large comprehensive Faculty with a broad academic profile and substantial research achievements. The Faculty Office is based at the St Lucia campus in the iconic Forgan Smith building adjacent to the Great Court of the University. The Executive Dean of the Faculty is Professor Tim Dunne, who continues to be active in his field of political science alongside his leadership role.

The Faculty comprises seven Schools (Communication & Arts; Education; Historical & Philosophical Inquiry; Languages & Cultures; Music; Political Science & International Studies; Social Science), two research Institutes (Institute for Social Science Research; Institute for Advanced Studies in the Humanities), two museums (Anthropology Museum and the RD Milins Antiquities Museum), and several school-based research centres. It offers a broad range of programs to a large cohort of international and domestic students, with 850 research higher degree students, approximately 1,500 students in postgraduate coursework degrees and close to 8,000 undergraduates.

There are over 300 academic staff across the Faculty. One indicator of our standing in the disciplines that we research is membership in the learned academies, where UQ can proudly claim 34 members of the Australian Academy of the Humanities and 43 members of the Academy of Social Sciences in Australia.

Teaching in the Faculty is underpinned by substantial research performance and several specialized fields of research were judged at the highest level (5 ranking) in the most recent Excellence in Research Australia (ERA) evaluation that concluded at the end of 2015. These fields include Specialist Studies in Education; Political Science; Cultural Studies; Literary Studies; History and Philosophy of Specific Fields. Overall, HaSS returned outputs to 21 disciplinary field codes, where 90% were rated above (4 ranking) or well above world standard (5 ranking). This is indicative of high quality and capacity in research.

These research achievements internationally are reflected in the 2016 Leiden rankings (based on impact, not reputation), where the Humanities and Social Sciences at UQ ranks 21st in the world on the quantum of publications in ranked journals, placing us first in Australia and in the Oceania region (for the full data-set see http://www.leidenranking.com).

The quality of our overall Faculty’s performance is also evident in the QS World University Rankings for 2015 which places Social Sciences at UQ at 30th in the world, and Humanities in the top 50. This data can be accessed at: http://www.topuniversities.com/faculty-rankings.

More information about the Faculty can be accessed at http://www.hass.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 primary purpose of this position is to provide high quality client focused administrative services to support the University’s academic activities in a busy faculty service area.

Duties

Duties and responsibilities include, but are not limited to:

Student Administration

- Provide information and advice on a range of administrative matters to students, prospective students, staff and the general public by telephone, face-to-face, email and online enquiries.
- Process routine requests, documentation and outward bound communications relating to students’ progress within the learning environment such as admission, enrolment, scholarships, academic progression, assessment, honours and awards, domestic and international mobility, and graduation.
- Provide relevant information and recommendations to decision makers in relation to student matters in accordance with University rules, policies, procedures and relevant legislation.
- Assist in the development and implementation of standard operating procedures related to student and academic administration.
- Liaise with, and provide support to staff in Schools, Faculties and other organizational units, and external stakeholders, on specific student and academic matters.
- Assist with planning and participate in events such as Open Days, TSXpo and Orientation as required.
- Assist with student enrolment surveillance and government and regulatory reporting processes.
- Assist with processes for reviewing and managing the accuracy of information in relevant University databases, websites and publications.
- Provide secretariat support to committees and working groups as required.
- Provide on-site support to school based student administration teams 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 Manager, Student Administration, with day to day supervision and training provided by the team leader(s).

SELECTION CRITERIA

**Essential**

- Qualifications: a Bachelor degree; or completion of an Advanced Diploma qualification and at least two years subsequent relevant work experience; or completion of a Certificate IV and extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.

- Strong organisational skills, and demonstrated ability to prioritise own workload, meet deadlines and work with a high level of accuracy and attention to detail and in accordance with policies and procedures.

- Well-developed interpersonal skills, including the ability to communicate effectively, handle sensitive and confidential matters, negotiate effective outcomes and work effectively as a member of a team, or an ability to acquire such knowledge.

- High level of computer proficiency (competency at intermediate level at least) with software packages such as Microsoft Office (particularly Microsoft Excel and Word).

- A strong orientation to the provision of a high level of customer service in a high-volume environment.

- Strong problem solving skills, demonstrated initiative, agility and openness to change.

- Sound understanding of University rules, policies and procedures and experience with using enterprise systems or demonstrated ability to acquire such understanding rapidly.

**Desirable**

- Relevant experience in student administration in a higher education institution or similar environment

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](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 [hr@hass.uq.edu.au](mailto:hr@hass.uq.edu.au)