POSITION DESCRIPTION

Position Title: Student Experience Course Administrator
Organisation Unit: UQ Business School
Position Number: TBA
Type of Employment: Full time, fixed term (2 years)
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 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 $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

UQ Business School is independently ranked as one of the top business schools in Australia and among the leading institutions worldwide. Our mission is to cultivate courageous thinkers who empower future leaders to positively transform business and society. Based at the St Lucia campus as part of the Faculty of Business, Economics and Law, the School brings together 10,000 students and 130 subject experts.

UQ Business School also has a presence 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. The School offers a wide range of degree programs. Our eight main areas of academic strength are represented by discipline clusters – accounting, business information systems, finance, international business, management, marketing, strategy and entrepreneurship, and tourism.

UQ Business School is renowned for its cutting-edge research, outstanding academic staff, depth of educational programs and close links with leading global organisations. The School also carries AACSB International and EQUIS accreditation – the first school in Australia to receive this prestigious accreditation across its full range of programs.

To learn more about UQ Business School, please visit https://www.business.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

Provide coordination and administrative support to Course Coordinators in the effective management of the School's large course programs, incorporating 1st and 2nd year, and postgraduate courses. The role will also provide student administration support the School’s work integrated learning courses and online programs.
Key Responsibilities

Key responsibilities include, but are not limited to:

- Act as the primary contact for student administrative enquiries, incorporating mySI-net lecture sign on, and resolving issues regarding tutorial allocations (escalating to Course Coordinators where required).
- Provide administrative support to the Course Coordinators in developing course profile content.
- Provide administrative support to the School’s work integrated learning (WIL) courses (or similar industry engagement courses) in consultation with the Assistant Manager, Student Administration and the BEL Student Employability team.
- Provide student administrative support to the School’s online programs, including program planning, course selection, credits and completion requirements.
- Provide sound advice to Course Coordinators, Tutorial Fellows and other tutorial staff on course and student administration procedural matters.
- Maintain course blackboard pages, including posting of notices and relevant course materials, in conjunction with teaching staff.
- Coordinate the tutorial timetabling schedule in collaboration with the School’s Timetabling Officer.
- Consult with tutors regarding individual schedules, rosters and creation of class lists.
- Coordinate and provide administrative support to stakeholders for all assessment and examination requirements.
- Manage and monitor the teaching allocations in the Casual Academic Hire & Payment (CAHP) system.

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 Assistant Manager, Student Administration and has no direct reports.
SELECTION CRITERIA

1. Tertiary qualifications in a relevant area, and/or relevant demonstrable experience providing effective and efficient coordination and administrative support within a multi-functional tertiary, student administration environment.

2. Demonstrated knowledge and coordination of tutorial timetabling and scheduling.

3. Demonstrated stakeholder engagement and relationship management, with a focus on engaging and delivering strong student/customer services.

4. High level communication and interpersonal skills (written and verbal).

5. Demonstrated proficiency in Microsoft Suite and (or the ability to quickly acquire) knowledge of applicant software, including SiNet, SITS:Vision, Blackboard, and UQ Reportal.

6. Ability to undertake responsibilities in line with the University’s Student Administration Policies and Procedures.

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 Brett Pelttari, Recruitment Advisor (b.pelttari@uq.edu.au)