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 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

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

Key responsibilities include, but are not limited to:

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 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 Client Services Team Leader 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 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.

Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au