POSITION DESCRIPTION

Position Title: Student Administration Officer
Organisation Unit: Faculty of Science
Type of Employment: Full-time, Fixed term (six months)
Classification: HEW Level 5
Location: St Lucia

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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. Over the past 3 years for which audited data are available UQ has attracted the highest (2013) or second highest (2012, 2014) amount of research funding of any Australian university.

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 230,000plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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 will have further success in this area as an important strategic aim going forward.

Faculty of Science

The Faculty of Science unites the disciplines of agriculture and animals, biomedical and biological sciences, chemistry, earth sciences, food sciences, geography, marine science, mathematics and physics, planning, the environment and veterinary science.

With strong links between the enabling and applied sciences, UQ is ranked among Australia’s top three research universities for the impact of its ground-breaking projects, addressing today’s global challenges of sustainable energy production, feeding a growing world population, maintaining health and well-being, and managing the impact of climate change on our environment. The units within the Faculty of Science are internationally recognised and their teaching and research successes create a stimulating environment within which the Faculty staff work.

The Faculty is managed by the Executive Dean, who has direct responsibility for the physical, financial and human resources, academic matters relating to programs and students, and a range of other areas such as the development of research, national and international marketing, and enhanced government, business and community links.

Further information on the Faculty can be obtained from the Faculty’s web site at http://www.science.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 position works within the Faculty of Science Student Administration Office at the St Lucia campus. The primary purpose of this position is to provide high quality customer service and administrative support with regard to matters relating to students enrolled in the Faculty’s programs. This position will have responsibility for completing a diverse range of administrative processing tasks and associated day-to-day problem resolution and maintenance of administrative systems. The position is required to provide high quality customer service through the delivery of friendly, helpful, accurate, and informative advice and services to students, professional and academic staff.
Duties

Duties and responsibilities include, but are not limited to:

- Provide advice to current and prospective students on degree programs offered through the Faculty including academic progress and other matters associated with their academic performance.
- Process applications and documentation for Faculty of Science students in relation to admission, progression, examinations, graduation matters, credit, study abroad and surveillance, and other tasks as directed by the Team Coordinator (St Lucia).
- Provide advice to School staff on student matters relating to undergraduate and postgraduate programs offered through the Faculty.
- Utilise software systems used by the Faculty of Science to perform student administration tasks, and be committed to using new programs as they are developed.
- Liaise with other Faculties, Schools and Central Administration regarding matters of policy, and procedures related to student administration.
- Assist in the maintenance of course and program information on University databases and websites.
- Act as secretary to committees and working groups as required, including the preparation of agendas and minutes and taking follow-up action.

Other

- Represent the Faculty and University at TSXPO, Courses & Careers Days, UQ Expo and other recruitment activities as required.
- Undertake other duties as directed by the Team Coordinator, Deputy Manager and Manager, Student and Academic Administration.
- Comply with the University’s Code of Conduct (see the University’s web site at http://ppl.app.uq.edu.au/content/1.50.01-code-conduct).
- Serve as a member on selection committees for appointments up to the equivalent classification level.
- Comply with requirements of Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or School. (see the University’s web site at http://www.uq.edu.au/ohs/index.html?page=133956).
- Adopt sustainable practices in all work activities and comply with associated legislation and related sustainability responsibilities and procedures developed by the University (see the University’s web site at http://www.uq.edu.au/sustainability/responsibilities).

Location and Travel

While this position is primarily based at the St Lucia campus, some travel to Gatton and other Faculty locations may be required.

Reporting Relationships

This position reports to the Team Coordinator (St Lucia), Student Administration.
SELECTION CRITERIA

Qualifications and Experience

Essential
- An undergraduate degree in a relevant area or an equivalent combination of relevant experience and/or education/training.

Desirable
- Experience in a tertiary education institution or other large organisation in an area related to student administration.

Knowledge and Skills

Essential
- A sound understanding of key administrative processes relevant to student administration including undergraduate and postgraduate admissions, enrolments, examinations, graduation or the ability to rapidly gain such knowledge.
- Demonstrated ability to establish priorities and meet deadlines.
- High level of attention to detail and accuracy in written work.
- Ability to exercise initiative and judgment and to work independently and autonomously.

Desirable
- Knowledge of University student computer systems and packages e.g. Microsoft office, SI-net, Business Objects and the use of CRM systems.

Personal Qualities

Essential
- High level written, oral and interpersonal communication skills.
- A strong ability to work in a team environment.
- A strong orientation to the provision of a high level of customer service.
- An empathy with and ability to communicate with students, including those from diverse cultural backgrounds.

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.

Employment opportunities are not limited by race, ethnicity, religion, disability, age, sexuality, gender or other protected attributes. Applications are encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.