POSITION DESCRIPTION

Position Title: Student Administration Assistant
Organisation Unit: Faculty of Science
Type of Employment: Fixed-term for 12 months
Classification: HEW Level 4
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 230,000-plus 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://uniqest.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 Enquiries Office at the St Lucia campus. The primary role of the position is to be the first point of contact for student enquiries to the Faculty Office. 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. The position will also provide administrative support with regard to all enrolment and student academic matters relating to students in the Faculty’s programs.

Applicants should possess an equivalent combination of relevant experience and education/training. High-level computing skills, preferably using Microsoft Office software, are essential, as are excellent interpersonal and written skills, a commitment to providing high-level service, the ability to work as part of a team and to organise workflow to meet competing demands and deadlines.
Duties

Duties and responsibilities include, but are not limited to:

- Provide high quality advice to current and prospective students on a range of topics related to student and academic administration through managing the student enquiries account, assisting with telephone enquiries and over the counter enquiries.
- Apply a sound general knowledge of student administration and develop specific knowledge of the policies and procedures for enrolment processing.
- Receipt and process documentation submitted to the Faculty of Science student enquiries office.
- Prepare standard and non-standard letters and other correspondence in relation to student administration and related matters.
- Assist the Team Coordinators on matters relating to student and academic administration such as enrolments, study abroad, credit, graduation and other tasks.
- Maintain computer and other records of student progress relevant to work areas.
- Maintain stationery supplies and other general office duties including updating noticeboards, as required.

Other

- Undertake other duties as directed by the Manager, Deputy Manager and Team Coordinators.
- Represent the Faculty and University at TSXPO, Courses & Careers Days, UQ Expo and other promotional activities.
- Comply with the University’s Code of Conduct (see the University’s web site at http://www.uq.edu.au/staff/employment/).
- 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.

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

Essential

- Completion of a Certificate IV or diploma level qualification, and/or at least two years relevant experience.
- Knowledge of key administrative processes relevant to the student and academic administration in a Faculty environment, or the ability to rapidly gain such knowledge.
- A strong desire to prove a high level of customer service.
- High-level interpersonal, written and oral communication skills.
• Knowledge of University student computer systems including SI-net, RightNow (CRM), Online Application System (OLA) and Business Objects, or the ability to rapidly gain such knowledge.
• Strong organisational skills including the ability to prioritise work, and work both independently and within a flexible team environment.
• Highly developed organisational and time management skills.
• An empathy with and ability to communicate with students, including those from diverse cultural backgrounds.

Desirable

• Experience in a tertiary education institution in an area related to student/course/academic administration or other large customer service oriented environment.

The University of Queensland values diversity and social inclusion.

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