POSITION DESCRIPTION

Position Title: Student and Academic Administration Officer  
Organisation Unit: Office of the Executive Dean, Faculty of Science - Gatton  
Position Number: NEW  
Type of Employment: Full Time, Continuing  
Classification: HEW 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.

V6.2 October 2017
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 $11 billion+ (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

The Faculty of Science is recognised as a powerhouse for some of the world's leading scientists, teachers, science programs and commercial outcomes. The Faculty is one of the largest Science groupings in Australia, with approximately 1100 (equivalent full-time) staff, and about 7500 (equivalent full-time) students.

Throughout its Schools and Centres, the Faculty unites the disciplines of agriculture and animals, biomedical and biological sciences, chemistry, earth sciences, food sciences, geography, marine science, maths and physics, the environment and veterinary science.

With strong links between the enabling and applied sciences, UQ researchers and graduates are working on a wide range of groundbreaking projects from the molecular characterisation of drug resistant bacteria that affect piglets through to finding better treatments for illness and rehabilitation of the environment.

Information about the Faculty may be accessed on the Faculty's web site: http://www.science.uq.edu.au/

Diversity and Inclusion

The Faculty recognizes and values equity and diversity, and encourages applications from any individual who meets the requirements of this position irrespective of gender, sexuality, race, ethnicity, religion, disability, age or other protected attributes. The School strives to provide an inclusive working environment, and along with the University is committed to supporting staff with family and caring responsibilities by providing policies, programs and initiatives to help balance work and family responsibilities.

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 and academic administration team. The position will be primary located on the Gatton 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 students in relation to admission, progression, examinations, graduation matters, credit, study abroad and surveillance, and other tasks as directed by the Team Coordinator (Gatton).
- Provide advice to other University staff on student matters relating to undergraduate and postgraduate programs offered through the Faculty.
- Utilise software systems used by the Faculty of Science and School of Veterinary Science to perform student administration tasks, and be committed to using new programs as they are developed.
- Maintain and update electronic course profiles, blackboard sites, grade uploads and amendments, timetabling, and other associated academic administration tasks.
- Assist the Team Coordinator (Gatton) on matters relating to student and academic administration.
- Provide advice to Academic Advisors on student matters relating to undergraduate and postgraduate programs offered through the Faculty.
- Liaise with other Faculties, Schools and Central Administration regarding matters of policy, and procedures related to student administration.
- Contribute to the development and implementation of administrative procedures for degree programs offered through the Faculty.
- Prepare non-standard letters and other correspondence in relation to student administration and related matters.
- Support examinations held at the Gatton campus, including organising examination venues for end of semester and alternative arraignment examinations.
- Assist in the School of Veterinary Science’s teaching timetable submission in consultation with course coordinators and the University’s Timetable officer.
- Other tasks as directed by the Team Coordinator (Gatton).
- 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.
- Serve as a member on selection committees for appointments up to the equivalent classification level

**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

Location and Travel

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

Organisational Relationships

This position reports to the Team Coordinator (Gatton), Student Administration.

SELECTION CRITERIA

Essential

- An undergraduate degree in a relevant area or an equivalent combination of relevant experience and/or education/training.
- A sound understanding of key administrative processes relevant to the 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.
- 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.

Desirable

- Experience in a tertiary education institution or other large organisation in an area related to student administration.
- Knowledge of University student computer systems and packages e.g. Microsoft office, SI-net, Business Objects, iSuite packages and the use of CRM systems.

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 the contact person listed in the job advertisement.