



## POSITION DESCRIPTION

<b>Position Title:</b>	Team Leader, Student and Academic Support
<b>Organisation Unit:</b>	School of Health and Rehabilitation Sciences
<b>Position Number:</b>	1033291
<b>Type of Employment:</b>	Continuing, Full-Time
<b>Classification:</b>	Hew Level 6

## 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 (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 (\$24.5 million) than any other university nationally.

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://uniquet.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 Health and Behavioural Sciences**

The Faculty of Health and Behavioural Sciences is a strong faculty that has a coherent focus on health and well-being underpinned by a clear integrative theme related to preventative health and behaviour change. Furthermore, the Faculty provides the opportunity for the allied health sciences to have a strong voice and great visibility within the University.

The Faculty currently includes six schools and three research centres:

- School of Dentistry
- School of Health and Rehabilitation Sciences
- School of Human Movement and Nutrition Sciences
- School of Nursing, Midwifery and Social Work
- School of Pharmacy
- School of Psychology
- Centre for Youth Substance Abuse Research
- RECOVER Injury Research Centre
- Queensland Alliance for Environmental Health Sciences (QAEHS)

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

## **School of Health and Rehabilitation Sciences**

The School of Health and Rehabilitation Sciences (SHRS) was established in 1994. The constituent disciplines of the School are Audiology, Occupational Therapy, Physiotherapy, and Speech Pathology. Undergraduate programs are available in Occupational Therapy, Physiotherapy and Speech Pathology with graduate entry programs available in all disciplines. Each discipline also offers a number of postgraduate coursework and higher degree research programs. Each of the undergraduate degree programs is of four years' duration and includes both preclinical and clinical study offered in an integrated way. Except for the Audiology Program, the graduate entry programs are accelerated two-year programs, inclusive of summer semesters.

Considerable emphasis is placed within the educational programs on problem solving and diagnostic decision-making and students are guided in the processes of systematic and holistic assessment and the selection and effective implementation of management approaches. Each discipline prepares students to operate within the health, education and related systems and to contribute meaningfully to team efforts. Teaching to multidisciplinary groups within the School paves the way for interdisciplinary involvement in client care and interdisciplinary research. Students within each of the four disciplines gain supervised professional experience as part of their academic program and on completion of their degree; graduates are ready for immediate entry to their profession. The School operates client-oriented clinics to support the teaching and research activities of the School and to provide a service to the community.

All disciplines within the School of Health and Rehabilitation Sciences are active in research and are making significant contributions to the advancement of knowledge in their

professions. Students within the School of Health and Rehabilitation Sciences gain supervised professional experience as part of their academic program and on completion of their degree, graduates are ready for immediate entry to their profession.

The Student and Academic Support Unit (SASU) is a team of nine and the touch point for all 1,700 enrolled students, providing a range of services from responding to enquires from prospective and current students to providing support in student and academic administration. The Unit provides support to School academic staff by way of program administration support. The team is committed to providing outstanding support and service in all aspects of the university experience.

Further details about the School and its activities may be accessed on the School's web site at <http://www.shrs.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**

Within the team environment of the SHRS Student and Academic Support Unit (SASU) to provide a high level of administrative support to students, staff, and prospective students as required.

### **Duties**

Duties and responsibilities include, but are not limited to:

#### **Staff Management**

- Act as 2-I-C, including coordination of workflows and triaging of incoming requests during periods of the SASU Manager's leave.
- Provide direct supervision to the Hew level 4 Student and Academic Support Officers, including performance management and review processes, workload and annual leave planning, training and development activities, SoPs, in accordance with the relevant University, Faculty and School Rules and Policies.

#### **Academic Administration**

- Act as Primary Unit Administrator for the Electronic Course Profiling (ECP) system providing training and guidance to staff as required, and manage course and program information in the Si-Net database and all related links to ECP, SECaT and other systems as required.
- Assist the School Teaching and Learning Committee Chair and Executive Officer to prepare submissions for program and rule changes, new course proposals and amendments to exiting courses and calendar variations for the University's Academic Program Approval Process.

#### **Student Administration**

- Coordinate student administrative processes including compliance of SHRS current students with pre-clinical requirements and program rules, academic credit, enrolment surveillance, modified programs, intermissions, show cause, and other student administration processes as required.

- Provide advice and support to current and prospective students and applicants, answer complex enquiries via CRM, telephone and in person, and liaise as required with the Program Directors to prepare appropriate responses to enquiries relating to admissions, course selection, School and Faculty guidelines and procedures, University rules, enrolment and progression.
- Manage the in-house graduate entry masters (GEMs) admissions process (domestic and international), using the on-line application system (OLA), and ensuring offers are processed in a timely manner to meet recruitment quotas.

### **Student recruitment**

- Participate in School Orientation program.
- Undertake various representative and promotional tasks requiring interaction with stakeholders and clients, designed to raise the profile of the School and its programs including undergraduate and postgraduate coursework. This includes overseeing and representing the School at student – related events such as Open Day, TSXPO.
- Coordinate the provision of content and actively review and update content for School, Faculty and University publications (web, social media, print) that engage with prospective students and other influencers, including UQ Health Guides and UQ courses and programs website .

### **Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- 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 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 Manager, Student and Academic Support Unit.

## **SELECTION CRITERIA**

### **Essential**

- Completion of a degree and at least 4 years subsequent relevant work experience or an equivalent combination of relevant experience and/or education/training.
- High level interpersonal skills, including the capacity to work within a team including directly supervising staff, develop positive rapport with peers and academic staff, and support implementation of initiatives through positive staff interactions.
- Demonstrated experience in the interpretation of rules and policies relating to students and provision of high-level, front-line student advice.

- Demonstrated analytical and problem solving skills and an ability to exercise judgment and accept responsibility, and to be adaptive and innovative in developing and pursuing solutions.
- Demonstrated experience in developing and implementing standard operating procedures for student-related administrative processes.
- Self-directed and motivated with efficient organisational skills, including good record keeping skills and excellent time management skills.
- Track record of working to deadlines and managing competing priorities in an environment of constantly changing demands and priorities.
- Demonstrated commitment to responding to client needs.
- Demonstrated ability to manage multiple IT systems, such as the MS Office suite, online applications, student records management systems and to process a high volume of administrative work with specified deadlines.

Desirable

- Previous exposure to University of Queensland corporate systems, SI-Net, OLA (UQ's Online Application System), Business Objects, Blackboard, and use of CRM systems.

**The University of Queensland values diversity and inclusion.**

**Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: [atsi\\_recruitment@uq.edu.au](mailto:atsi_recruitment@uq.edu.au)**