

## POSITION DESCRIPTION

<b>Position Title:</b>	Manager Student Administration
<b>Employer:</b>	UQ College (UQC)
<b>Reference Number:</b>	<b>UQCHR025112021</b>
<b>Type of Employment:</b>	2 year Fixed Term
<b>Remuneration:</b>	<b>Salary \$100,264 + 10% Superannuation</b>

## 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, UQ has educated and worked with outstanding people to deliver **knowledge leadership for a better world**.

Today, UQ ranks among the world's top universities and is consistently recognised as one of the top 5 universities in Australia.

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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. 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.

## UQ COLLEGE

UQ College Limited (UQC) was formed in 2010 and is a wholly owned subsidiary company and Registered Training Organisation (RTO) for the University of Queensland (UQ). The purpose of UQC is to provide domestic and international students with access to further and higher education through the delivery of pathway programs. UQC delivers the Tertiary Preparation Program (TPP) and several Vocational Education and Training (VET) courses.

UQC is currently working with the University to prepare for the introduction of a new UQ Foundation Program for international students, for delivery commencing in January 2022.

UQC Test Services provides support and delivery of English Language Proficiency tests including IELTS, OET, and Pearson (PTE-A) for university entrance, professional registration and visa applications.

Information about UQC may be found at <https://www.uqcollege.uq.edu.au/>

## **DUTY STATEMENT**

### **Primary purpose of position**

The primary purpose of this role is to provide leadership and management of the UQC teams engaged in student administration and test services.

### **Duties**

Duties and responsibilities include, but are not limited to:

- Manage all administrative processes in relation to student administration, admissions, test services and academic program timetabling and supervise Team Leads in these areas.
- Coordinate the review, implementation and continuous improvement of procedures, processes and systems to drive efficiencies and enhance the experience of students and test takers.
- Provide advice and support to the UQC's academic and corporate staff, including senior management, on policy and procedural matters relating to student and academic administration.
- Manage processes for and contribute to updating UQC program and course information in relevant databases and corporate publications, including the UQC website.
- Oversee all student orientation and pre-arrival processes including enabling students to access educational technologies used for teaching and learning.
- Provide first response support and assistance for student critical incidents, which may involve work outside of office hours from time to time.
- Resolve complex issues with key stakeholders where necessary.
- Implement processes for identifying students at-risk of non-compliance with visa conditions and coordinate the appropriate follow-up with these students.
- Act as Secretary to the Student Misconduct Committee, investigate malpractice claims and recommend required actions in accordance with policies and procedures.
- Any other duties as reasonably directed by the position's supervisor.

### **Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- The UQC Staff Code of Conduct and the University's Code of Conduct.
- A valid Blue Card – Queensland's Working with Children Check (or approved exemption)
- Requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by UQC and the University
- Requirements of the Education Services for Overseas Students (ESOS) Act 2000, the National Code 2018 and associated legislation, and related responsibilities and procedures developed by the University.
- The adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures

## Reporting Relationships

The position reports to the Senior Manager Corporate Services, UQ College.

## SELECTION CRITERIA

### Essential

- Completion of an postgraduate degree, with at least 4 years subsequent relevant experience in a team leadership role in the tertiary, or further education sectors, or an equivalent combination of relevant experience and/or education/training.
- Experience managing a team of people to deliver effective and efficient student-centred services, with the ability to prioritise workloads in a high-pressure environment, work independently and proactively, and meet deadlines.
- High level of interpersonal, verbal and written communication skills with demonstrated ability to problem solve and use sound judgement when resolving situations involving conflict or grievances.
- Proficiency in desktop computing and a practical understanding of corporate information systems particularly in relation to maintaining and extracting data.
- Excellent organisational skills and the ability to develop, implement and review administrative systems and processes.
- Proven ability to interpret, develop and implement policy relating to student and/or academic administration.

### Desirable

- Detailed knowledge of the ESOS legislative framework and relevant government policies including visa regulations for international students.
- Previous experience in academic program timetabling.
- Knowledge of English language testing systems (eg. IELTS, PTE, OET):

## Further information

For further details please contact:

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