



POSITION DESCRIPTION

Position Title:	Student Services Assistant
Employer:	UQ College (UQC)
Reference Number:	UQCHR24112023
Type of Employment:	Fixed-term, 2 years
Remuneration:	\$63,311 + 11% Superannuation

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. In addition to a number of TESOL courses, UQC delivers the Foundation Program; Tertiary Preparation Program (TPP) and several Vocational Education and Training (VET) courses.

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

What we can offer you

Join a community where excellence is at the centre of our culture.

A range of employee benefits include:

- 4 weeks paid recreation leave
- 17.5% annual leave loading
- Access to UQ campus facilities such as sport and recreation, libraries, health and dental care centres and free annual influenza vaccinations
- Access to on campus childcare centres
- Access to funding for professional development opportunities
- Access a dedicated Employee Assistance Program
- A well-resourced, vibrant work environment located in some of the most modern fit out buildings at UQ and centrally located on the beautiful St. Lucia campus.

DUTY STATEMENT

Primary purpose of position

The primary purpose of the position is to provide exceptional client service to students, staff, and visitors to UQ College. The position will also provide a high standard of administrative support for the UQC programs.

Duties:

Duties and responsibilities include, but are not limited to:

- Maintain a thorough knowledge of UQ College programs and student services and provide first level support to students and staff through a range of service points, reception, email, internet, phone, and other communication technologies.
- Resolve a range of enquiries relating to student access to information resources, including Learning Management Systems, Blackboard, PLUS Student Portal, classrooms, UQ libraries, etc.
- Escalate complex enquiries to relevant staff promptly and accurately and manage client expectations with regard to response times.
- Provide administrative assistance with activities associated with the student lifecycle including, student interviews, class allocations, production of class rolls, invigilating exams, and printing certificates.
- Monitor teachers' timely and accurate completion of class attendance rolls and liaise with teachers to ensure compliance with attendance requirements.
- Produce student attendance reports, issue attendance warnings and arrange attendance meetings at the direction of the Student Services Lead.
- Update and maintain student details in the Student Management System and proactively contact students to obtain relevant information.
- Assist staff with enquiries regarding general operations of the College including room bookings and access, stationery, photocopying and printing.
- Undertake other duties relevant to the position as directed by the Student Services Lead.

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.
- Requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by UQC and the University.
- All staff are expected to treat students, including young learners, with respect and understanding and addressing their concerns at all times. Staff must be familiar with UQC's child and youth policies which support the safety and wellbeing of children and young people in our care
- The adoption of sustainable practices in all work activities

Reporting Relationships

The position reports to the Student Services Lead, UQ College.

SELECTION CRITERIA

Essential

- Completion of Year 12, with relevant work experience, or an equivalent combination of relevant experience and/or education/training.
- Excellent customer service skills and experience of responding efficiently to enquiries through a range of service points and other communication technologies.
- Excellent inter-personal communication skills and the ability to communicate with non-English-speaking clients and people from many different cultures.
- Demonstrated ability to rapidly acquire working knowledge of multiple databases and integrated student systems, including social media platforms.
- Advanced computer competency skills and ability to maintain accuracy and attention to detail when working under pressure.
- Demonstrated time management skills with an ability to prioritise tasks, manage workload, and meet deadlines.

Desirable

- Experience working in the educational sector.

Further information

For further details please contact:

- Neil Marsh, Senior Manager Corporate Services, UQ College
- Phone: (07) 3346 6536
- Email: hr@uqcollege.uq.edu.au

How to Apply: Please apply via Seek.

It is a **requirement** to submit the following with your application:

- Resume
- Cover letter including response to selection criteria (no more than 2 pages)

Applications Close: 5pm Friday 8 December 2023.

Flexible Work Policy

UQC is committed to maintaining a vibrant education environment, while also accommodating flexible work for staff.

UQC recognises the importance of staff being physically present on College sites to:

- maximise the student and staff experience;
- build productive teams and strengthen organisational culture;
- enable the exchange of ideas; and
- maintain a functional campus/site environment.

The UQC Flexible Work Policy is available here: [UQC Flexible Work Policy](#)