

POSITION DESCRIPTION

Position title:	Student Services Assistant
Employer:	UQ College (UQC)
Reference number:	UQCHR29042025
Type of employment:	Continuing
Remuneration:	\$65,049.23 plus superannuation

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 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 English language programs, UQC delivers the UQ Foundation Program; the Tertiary Preparation Program (TPP) and several Vocational Education and Training (VET) Programs. Information about UQC may be found at <https://www.uqcollege.uq.edu.au/>

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:

- Enhance the student experience by providing high-quality customer service, including enquiry management, appointment scheduling, and resolving a range of enquiries related to student access to information resources, such as Learning Management Systems, Blackboard, PLUS Student Portal, classrooms, UQ libraries, etc.
- Maintain a thorough knowledge of UQ College programs and student services and respond to enquiries from current and prospective students, staff, and other stakeholders through various service points, including in-person, email, internet, and by telephone, providing advice or redirecting to alternative staff as appropriate.
- Escalate complex enquiries to relevant staff promptly and accurately, managing client expectations regarding 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, liaising with teachers to ensure compliance with attendance requirements.
- Produce student attendance reports and arrange attendance meetings as directed by the Student Services Lead.
- Update and maintain student details in the Student Management System, proactively contacting 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

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
- Requirements of the *Education Services for Overseas Students Act 2000*, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and associated legislation, and related responsibilities and procedures developed by the University.
- Staff will be required to work 38 hours per week between the hours of 8:00 am and 6:00 pm Monday to Friday and will, on occasion, be required to work additional hours outside of these.
- A valid Blue Card – Queensland's Working with Children Check (or approved exemption) is required for this position. All staff are expected to treat students and participants, including young learners, with respect and understanding and to always address their concerns. 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 and compliance with associated legislation and related University sustainability responsibilities and procedures.

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.
- Commitment to excellent customer service and experience in efficiently responding to diverse enquiries.
- High-level verbal and written communication skills and effective problem-solving skills through negotiation in a cooperative team environment.
- A sound understanding of key administrative processes and the ability to rapidly acquire working knowledge of multiple databases and integrated student systems.
- Proficient computer skills, particularly Microsoft Office, and the ability to become an effective user of new computer systems.
- Empathy and communicate skills with students and staff, including those from diverse cultural backgrounds.
- Demonstrated time management skills with the ability to prioritise tasks, manage workload, and meet deadlines.

Questions?

For more information about this opportunity, please contact Rachel Gu, Student Services Lead at r.gu@uqcollege.uq.edu.au. For application queries, please contact hr@uqcollege.uq.edu.au stating the reference number (page 1) in the subject line.

Want to Apply?

Please apply via Seek. It is a requirement that you attach the following to your Seek application:

- Cover letter addressing the selection criteria (no more than 2 pages), and a
- Resume.

Applications submitted after 11pm on Monday, 12 May 2025 may not be accepted.