

POSITION DESCRIPTION

Position title:	Academic Services Officer
Employer:	UQ College (UQC)
Reference number:	UQCHR27052025
Type of employment:	Fixed Term (2 years)
Remuneration:	\$79,204, per annum, 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

Provide high-quality administrative services and ensure the efficient implementation of processes that underpin UQ College's academic administration functions. The role collaborates closely with academic and professional staff to enhance the student experience and contribute to the effective delivery of academic programs.

Duties

- Maintain accurate and efficient processes for managing academic decisions related to student enrolment, progression, and university matriculation.
- Update and manage student and academic data in relevant information systems, ensuring accuracy, confidentiality, and compliance with data management policies.
- Assist with student class allocations and the maintenance of academic timetables.
- Prepare, print, and issue certificates and academic transcripts in a timely manner.
- Coordinate room booking requests and ensure effective allocation of spaces for academic activities.
- Support the preparation, printing, and secure storage of exam papers, and coordinate exam logistics in line with academic standards.
- Invigilate examinations, including PTE Academic assessments and alternative arrangements for students requiring adjustments.
- Provide academic advice to students on course selection, program requirements, and progression to support graduation and university matriculation.
- Contribute to the continuous improvement of academic services by offering feedback on processes, systems, and student experiences.
- Assist in generating reports on student enrolment, academic performance, and other key metrics for internal and external reporting.
- Perform additional duties as directed by the Academic Services Lead and Manager, Academic Administration.

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 UQ College and the University
- Requirements of the *Education Services for Overseas Students Act 2000* (ESOS Act), the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and associated legislation, and related responsibilities and procedures developed by UQ College and 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 Academic Services Lead, UQ College.

SELECTION CRITERIA

Essential

- Completion of a degree with at least 3 years' relevant experience; or extensive experience and specialised expertise or broad knowledge in student and academic administration; or an equivalent combination of relevant experience and/or education/training.
- Experience in the use of a wide range of computer applications including Microsoft Office Suite and CRM/database applications, and/or the ability to learn new systems including UQ College's student management system.
- Excellent organisational skills with the ability to work independently, manage multiple tasks concurrently, and exercise sound decision-making skills.
- Highly developed interpersonal, verbal, and written communications skills, including the ability to effectively establish and maintain key stakeholder relationships.
- Knowledge of Australia's education industry, preferably of the ELICOS, VET and/or tertiary sectors, and relevant government policies and procedures for the enrolment of students, including visa regulations.

Desirable

- Familiarity with Pearson Test of English Academic (PTE-A) and other English language proficiency assessments.
- Sound understanding of the ESOS legislative framework, the National Code of Practice, and relevant government policies, including international student visa regulations.
- Proven experience supporting international students within the higher education sector.

Questions?

For more information about this opportunity, please contact Maria Garcia, Manager, Academic Administration at m.garcia@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 11 June 2025 may not be accepted.