

POSITION DESCRIPTION

Position title:	Administration (Operations) Assistant
Employer:	UQ College (UQC)
Reference number:	UQCHRAOA13072025
Type of employment:	Fixed Term (1 year)
Remuneration:	\$66,350.21, 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

This role is primarily responsible for delivering high quality administrative and operational to the staff at UQ College.

Duties

- Deliver general administrative support to UQ College staff and respond to a variety of enquiries, including access to systems and resources.
- Assist teaching staff with classroom setup, including audio-visual and other equipment, and provide basic troubleshooting or escalate issues as needed.
- Support key academic activities such as orientation, examinations, and graduation through effective administrative coordination.
- Respond to operational enquiries related to room bookings, equipment, stationery, photocopying, and printing.
- Accurately enter and manage data across multiple information systems and platforms (for example, intranet and asset management system).
- Manage the ordering and maintenance of stationery, paper supplies, and other consumables.
- Log and escalate minor maintenance and cleaning issues using UQ Archibus.
- Maintain and update door security systems, including programming classroom access.
- Distribute incoming mail and deliveries efficiently.
- Support the set up and pack down furniture for events, meetings, exams, and classroom reconfigurations as required.
- Use appropriate manual handling techniques and equipment (e.g., trolleys, sliders) to minimise risk of injury.
- Conduct routine inspections of furniture for damage or wear and report maintenance needs.
- Assist with the delivery and installation of new furniture and the removal of old or broken items.
- Support UQ College staff to maintain clear and safe walkways and storage areas by ensuring furniture is stored appropriately.
- Collaborate with teaching and administrative staff to ensure furniture arrangements meet functional and safety requirements.
- Perform other duties as directed by the Operations Lead, in line with the scope of the role.

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 Operations Lead, UQ College.

SELECTION CRITERIA

Essential

- Completion of Year 12, with a minimum 12 months of work experience in service delivery roles, or an equivalent combination of relevant training and professional experience.
- Proven ability to manage multiple tasks simultaneously, demonstrating accountability for timely and high-quality completion of responsibilities.
- Proficiency in Microsoft Office applications, particularly Word and Excel, at an intermediate level.
- Demonstrated capacity to quickly learn and navigate multiple information systems.
- Strong attention to detail, with a consistent record of accurate and thorough work.
- Excellent verbal and written communication skills.
- Proven ability to build and maintain effective working relationships with key stakeholders, ensuring service delivery aligns with expectations.

Desirable

- Familiarity with classroom audio-visual equipment and the ability to troubleshoot common technical issues.
- Experience with general office equipment and its day-to-day operation.
- Current Driver's Licence.

Questions?

For more information about this opportunity, please contact **Sue Choi** at s.choi@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 13 July 2025 may not be accepted.