

Senior Student Support Officer

Faculty of Science

Academic Division



**the university
for the real world**

About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the \$95M Education Precinct.

Further information about QUT can be obtained from the website at www.qut.edu.au.

Our Vision

QUT's [Blueprint 6](#) is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful. Providing a compass for our decisions, actions and behaviours and strengthening our community.

QUT Values

- Ambition
- Curiosity

- Innovation
- Integrity
- Inclusiveness

About the Position

The Senior Student Support Officer is responsible for providing high-level support in managing student administration and student governance-related policy and procedure. This position plays an active role in the interpretation and application of university policy and case management of complex matters.

This position contributes to process improvement initiatives across both student administration and student governance related activities.

The Senior Student Support Officer is part of a broader team that focuses on enhancing the Faculty's reputation for excellence in customer service, proactive problem solving and timely delivery of quality student services. The role may deputise for the Student Support Coordinator

This position reports to the Student Support Coordinator for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Interpret and apply University policy as it relates to complex student administration and student governance cases. Such policy includes QUT's student code of conduct, the management of student misconduct, academic integrity, unsatisfactory academic performance, the review of grades and academic rulings, and student related grievance resolution procedures.
- Provide effective high-level advice and support to academic staff in the preparation of allegations of minor and major cases of academic misconduct.
- Coordinate investigations and resolve complex student complaints, including liaison with relevant academic staff and QUT's Office of the Student Ombudsman.
- Contribute to the continuous improvement of the Faculty's student administration, student governance and key client service activities, by proactively reviewing work processes and liaising with relevant staff to implement improvements.
- Maintain accurate records and prepare and analyse relevant data relating to student governance activities.

- Contribute to the maintenance of Faculty information resources relating to student administration and student governance.
- Liaise with Student Administration, HiQ and other Faculty and QUT staff in relation to course and student administration policies, processes and timelines.
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- participate in job rotation or multiskilling in consultation with their supervisor;
- work across campuses.

Type of appointment

This appointment will be offered on an ongoing full time basis.

Location

Gardens Point campus.

Selection Criteria

1. Education, training and/or relevant experience equivalent to completion of a degree in conjunction with subsequent relevant experience.
2. Proven ability to identify, interpret, apply and analyse policies, procedures, statistics and other data to achieve workable solutions to meet the needs of clients.
3. Proven initiative and capacity to resolve complex cases with minimal guidance and instruction, including ability to proactively contribute and collaborate within a demanding and high paced team environment.
4. Well-developed written communication skills with the ability to write clearly and concisely, including in formal settings.
5. Proven ability to communicate and liaise effectively with a wide range of people including students, academic and professional staff, with the ability to handle sensitive information in a confidential manner.

6. Demonstrated computer literacy skills in the use of the Microsoft Office suite and QUT Systems.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 6 (HEW6) which has an annual remuneration range of \$92,402 to \$100,051 p.a., which is inclusive of an annual salary range of \$78,747 to \$85,266 p.a. and 17% superannuation.

In July 2020 QUT staff voted in favour of a variation to its Enterprise Agreements. The variations were approved by the Fair Work Commission in August 2020.

The variation impacts leave loading (for new staff no loading will be paid or accrued during the period the variation is in effect), salary increases (the salary increase which was due to occur in the first full pay period of December 2020 has been deferred until the first full pay period of December 2021) and superannuation (superannuation will be paid to staff as though the salary increase which would have been paid in December 2020 has taken effect and, subject to the rules of the superannuation fund, a defined benefit member will continue to make contributions in alignment with the contributions made by the University). A link to the variation is [here](#).

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance
- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the [Working at QUT](#) page.