



# Student Programs Officer

FACULTY OF BUSINESS AND LAW  
ACADEMIC DIVISION





## 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](http://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 Faculty

QUT is committed to providing quality real-world focused teaching, research with impact, and high quality executive and professional education which is reflected across all schools within this new faculty.

The faculty is led by the Executive Dean and the Executive Management Team. The schools are established around disciplines with affinities that promote integration and collaboration in teaching and research, providing a sustainable foundation upon which to build areas of strength. Its organisational structure includes:

- School of Accountancy
- School of Advertising, Marketing and Public Relations
- School of Economics and Finance
- School of Management
- QUT Graduate School of Business
- QUTeX
- School of Law

Holding the triple crown of international accreditation (AACSB, EQUIS, AMBA), the schools under Business have built a strong national and international reputation for excellence and impact across its portfolio of activities. The QUT Business School attracts high-quality students with more than 12 600 students studying across undergraduate and postgraduate levels in either single degrees or the increasingly popular double degree courses in conjunction with the university's other faculties.

QUT Business School also hosts university-wide executive education activities through QUTeX and facilitates the university's entrepreneurship initiatives through QUT Entrepreneurship.

With a long and esteemed history QUT's School of Law attracts high-quality students and delivers high-impact research that continues to make a significant and positive contribution to the ongoing development of the brand and reputation of QUT. The School of

Law delivers a diverse range of undergraduate and postgraduate courses, producing graduates who are in demand because of the reputation the school has built for teaching excellence. The School of Law, is also extensively involved in the delivery of commercial and continuing education programs for law professionals including practical legal training, satisfying the requirements for admission to professional legal practice. Based on this strong foundation the School of Law is well placed to make a significant impact globally capitalising on its size and building on its quality research and innovative education.

The faculty operates at the university's Gardens Point campus. Located in the heart of the CBD, the Gardens Point campus provides the faculty with a distinct competitive advantage to provide transformative education, research and connections with industry. The Graduate School of Business also delivers the Executive MBA and MBA program at a Canberra site.

## About the Position

The Student Programs Officer works within the Student Support team to deliver client focussed support across all aspects of the Faculty's student services function.

The Student Programs Officer will work with the school academic staff, faculty teams and other areas of the university to support core business including: timetabling and unit offerings; course accreditation and compliance; and delivery of specialised programs.

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

### Key responsibilities include:

- Coordinate the delivery of high quality and effective program administration and specialist support services to students, program participants and clients
- Contribute to developing and monitoring measures of service effectiveness and client satisfaction and provide leadership in the development, delivery and communication of client service standards.
- Apply relevant QUT policy relating to the full range of student and academic enquiries, support and administration matters.

- Coordinate data collections and contribute to internal and external reporting requirements.
- Coordinate the implementation of student engagement and enrichment activities, such as workplace projects, mentoring, workshops and alumni activities.
- Provide advice to key stakeholders within the Faculty and others as appropriate on complex student program management matters including policies, advanced standing, enrolment, progression, compliance and graduation.
- Foster an environment of continuous improvement, optimising business processes and collaboration across the School and University.
- Undertake duties related to academic support as required.
- Comply with health, safety and environment 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

Kelvin Grove and Gardens Point campus.

## Selection Criteria

1. Education, training or relevant experience equivalent to completion of a degree or an equivalent combination of relevant experience and/or education training.
2. Demonstrated ability to plan and work efficiently with multiple competing deadlines and minimal supervision.
3. Advanced written and oral communication skills with demonstrated ability to write and edit a diverse range of high-quality materials.
4. Highly developed digital literacy skills including advanced experience in the use of the Microsoft suite of products and QUT student and academic support programs,

with the ability to quickly adapt to other products and technologies.

5. Demonstrated ability to apply reasoning, judgement and analytical skills in resolving issues in a complex environment.

### 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 pa. Which is inclusive of an annual salary range of \$78,747 to \$85,266 pa 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.