

Student Support Officer

Faculty of Science

Academic Division



a 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

This position provides specialist consultation services to students and assistance to the Student Support Coordinator and the broader team in supporting student administrative functions for the faculty at both undergraduate and postgraduate levels.

The Student Support Officer is a front-line position and includes high level consultation with prospective students, current students, academic staff and other key stakeholders across the University and externally. Work, including student consultation, will be conducted in a busy open enquiries space and will involve the use of mobile technologies.

The 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.

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

Key responsibilities include:

- Deliver high quality, specialist service to students by resolving complex course matters and facilitating resolution of issues which require academic decision-making, utilising a range of communication channels.
- Provide high quality, effective and efficient administration support and service to achieve and maintain excellence in client service.
- Provide advice and assistance to Faculty staff and students in relation to student-related policy and process.
- Liaise with Student Administration, HiQ and other Faculty and QUT staff in relation to course and student administration policies, processes and timelines.
- Maintain accurate student records in compliance with the University's

governance framework and Faculty guidelines.

- Maintain accurate course information resources for prospective and current students utilising a range of media.
- Operate as part of the Student Support Team and provide assistance when needed to other staff within this team and in other areas of the Faculty to manage peak period workloads.
- Proactively contribute to the achievement of team goals by proactively reviewing work processes, procedures and systems and liaising with relevant staff to implement improvements.
- 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 experience equivalent to completion of a degree.
2. Demonstrated ability to provide a high standard of professional, client service in a busy client-orientated environment including the ability to prioritise work, meet deadlines and balance competing demands.
3. Demonstrated ability to work effectively in a team environment and adapt to changing needs.
4. Good written and oral communication skills with a high degree of accuracy and attention to detail.
5. Interpersonal skills which demonstrate the ability to liaise effectively with and provide excellent service to a diverse range of

people in a professional manner while maintaining confidentiality.

6. Demonstrated ability to use intermediate functions of office technology software applications including word processing, spreadsheets, PowerPoint, e-mail, formal systems, social media and databases.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 5 (HEW5) which has an annual remuneration range of \$79,654 to \$89,842 p.a., which is inclusive of an annual salary range of \$67,883 to \$76,566 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.