POSITION DESCRIPTION

Position Title: Administrative Assistant (Client Services)
Organisation Unit: Institute of Continuing & TESOL Education (ICTE-UQ)
Position Number: 3034711
Type of Employment: Full-time, continuing
Classification: HEW 3

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, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. Over the past 3 years for which audited data are available UQ has attracted the highest (2013) or second highest (2012, 2014) amount of research funding of any Australian university.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience –the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

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 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 billion annual operating budget. 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. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences,
sustainable minerals, bioengineering and nanotechnology, as well as social science research.

UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and will have further success in this area as an important strategic aim going forward.

**Organisational Environment**

The Institute of Continuing & TESOL Education (ICTE-UQ) is a highly recognised and acknowledged provider of TESOL, Continuing Education and International Development projects and programs both in international and national contexts. ICTE-UQ activity includes the delivery of a wide range of English pathway programs, teacher training and international continuing education programs to more than 6500 international students, teachers, professionals, business personnel and visitors from over 105 countries annually. The Institute’s international development activity is extensive with delivery of more than 500 projects and programs in 80 developing countries throughout the Pacific, South-East Asia, the Indian sub-continent, and Africa. The Institute is involved in online training delivery and offshore training provision across the Institute’s extensive network of government, institutional and corporate partners. Project, course and program delivery is also supported by the provision of test administration, including the IELTS test, and extensive client and student support services.

The Institute is one of three divisions reporting directly to the UQ Deputy Vice-Chancellor (External Engagement) and works in close collaboration with the UQ International Marketing, Recruitment & Admissions and UQ Global Engagement divisions in contributing to the fulfilment of the University’s globalization, internationalisation and continuing education objectives in learning, discovery and engagement.

Information about the Institute may be accessed on the Institute’s website at [www.icte.uq.edu.au](http://www.icte.uq.edu.au)

**Information for Prospective Staff**

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - [http://www.uq.edu.au/current-staff/working-at-uq](http://www.uq.edu.au/current-staff/working-at-uq)

**DUTY STATEMENT**

Primary Purpose of Position

The position of Administrative Assistant (Client Services) provides a first point of contact for the Institute with a focus on the provision of excellent client service to students, the public and to the departments within the Institute. The person will also provide a high standard of administrative support, including regular data entry, for the Institute’s programs. The position
will be required to work weekday shifts of 7:15 hours per day between 8:00am and 6:00pm and may be required to work extra hours on occasion such as at the beginning of a large student intake.

**Duties**

Duties and responsibilities include, but are not limited to:

- Provide information, advice and support to students and the public through client service touchpoints (counters, phone and email) on programs and services available at ICTE-UQ, and UQ;
- Project a professional, friendly and highly competent image of ICTE-UQ in all dealings with students and staff;
- Handle and receipt financial payments via EFTPOS, cheque and cash;
- Provide administrative assistance with activities associated with the student lifecycle including, allocation of students to classes, production of class rolls, ID card production, data entry, creation of surveys and evaluations, and certificate printing.
- Monitor weekly class attendance and prepare letters to notify those students in breach of Student Visa attendance requirements;
- Processing of the Institute’s mail (twice daily);
- Enter and maintain student details in the student management system and assist with data entry requirements for the Institute;
- Other duties as directed by the Reception Team Leader and/or Manager Student Services.

**Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- 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 the University or Institute/School;
- The adoption sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#);
- Requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University;
- In accordance with ICTE-UQ policy, administrative staff positions are required to wear an ICTE-UQ uniform;
- Staff will be required to work 7:15 hours per day in shifts between the hours of 8:00 am and 6:00 pm and may be required to work extra hours on occasion;
- All staff are expected to treat students and participants, including young learners, with respect and understanding and addressing their concerns at all times and must be familiar with ICTE-UQ's child and youth policies which support the safety and wellbeing of children and young people in our care.
Organisational Relationships

The position reports to the Reception Team Leader.

SELECTION CRITERIA

Essential

- Completion of Year 12, with relevant experience: or equivalent experience or combination of relevant experience and education/training
- Experience handling customer enquiries with excellent customer service skills and telephone techniques
- A high level of inter-personal communication skills
- Ability to communicate with non-English speaking clients and people from many different cultures
- Advanced computer literacy skills and fast and accurate keyboarding skills
- Ability to maintain accuracy and to work under pressure
- Commitment to professionalism, with a strong work ethic and ability to work co-operatively as a team member
- Flexible approach to work requirements and willingness to learn and adopt new skills

Desirable

- Experience as a team member in a busy work environment.
- Experience working in the international education sector

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au

Applications are also encouraged from women.

This role is a full-time position; however flexible working arrangements may be negotiated.