POSITION DESCRIPTION

Position Title: Receptionist and Administration Officer
Organisation Unit: Institute for Teaching and Learning Innovation
Position Number: 3012216
Type of Employment: Full Time Fixed term
Classification: Hew Level 4

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 in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

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 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 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 this will be a strategic focus going forward.

Organisational Environment

The Institute for Teaching and Learning Innovation (ITaLI) is taking a leading role in teaching and learning professional education and innovation. ITaLI is a service delivery centre for teaching and learning practices at UQ. ITaLI seeks to drive and support innovation and excellence.

Directed by the Pro-Vice-Chancellor (Teaching and Learning) [PVC(T&L)], ITaLI provides leadership, engagement and advocacy in educational innovation, teaching excellence and learning analytics, and aims to transform teaching and learning across the University through the delivery of faculty and executive prioritised, teaching and learning projects and services.

Information about ITaLI may be accessed on our web site at http://itali.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

DUTY STATEMENT

Primary Purpose of Position

This position provides a reception service for visitors and calls to the Institute for Teaching and Learning Innovation (ITaLI) and front office and administrative tasks as directed by the Deputy Director (Strategy and Operations).

Duties

Duties and responsibilities include, but are not limited to:

**Reception**

- As the first point of contact for ITaLI, provide a high level reception service.
- Efficiently process internal and external enquiries received via phone and email, redirecting as appropriate.
- Manage bookings for meeting rooms.
- Ensure the reception area, kitchen and meeting rooms are tidy and well presented.

**Administration**

- Coordinate incoming and outgoing mail and courier deliveries.
- Manage stationery supplies (kitchens, office stationery, photocopy paper etc).
- Provide support for the planning and coordination of internal and external events.
- Provide general administrative assistance as directed.
- Other duties consistent with the position where required and/or requested by management from time to time.
Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- 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 of 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

Organisational Relationships

The position reports to the Deputy Director (Strategy and Innovation).
SELECTION CRITERIA

Essential

- Completion of a Diploma level qualification with relevant work related experience, or completion of a Certificate IV with relevant work experience, or an equivalent combination of relevant experience and/or education/training.
- Professional presentation.
- Demonstrated organisational and time management skills.
- Excellent customer service skills and telephone manner.
- Strong communication, problem-solving, and relationship-building skills.
- Ability to pay close attention to details.
- Competent user of the Microsoft Office suite of products.

Desirable

- Experience in events coordination.

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.