POSITION DESCRIPTION

Position Title: Customer Interface & Communications Manager
Organisation Unit: Student Affairs (based in Student Services)
Position Number: 3041528
Type of Employment: Full Time, Continuing
Classification: Hew Level 7

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 (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), 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 secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

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 Deputy Vice-Chancellor (Academic) (DVCA) is a member of The University’s senior executive, and is responsible for the University’s commitment to providing high-quality teaching and learning, and enhancing the UQ student experience.

The Student Affairs Division falls within the DVCA portfolio, which brings together central units that provide operational, corporate, and pastoral support for all aspects of the student lifecycle.

The Division is a key driver in enhancing the UQ student experience, and retention, success, and employability. It has two operational arms: the Student Services Directorate, and the UQ Student Employability Centre. The Division also manages the University’s day-to-day relationship with UQU, and student accommodation providers, and works with UQ Health Care to ensure medical service provision for students.

In response to feedback that various and disparate services across UQ can be difficult to navigate, the Division is seeking to take an holistic approach to its own services, and subsequently assist more broadly across the University. This role is a new position to begin that process.

The Student Employability Centre is custodian of the UQ Student Employability Strategy, and co-ordinates and promotes the distinctive features of the UQ student experience including the ‘UQ Employability Award’, leadership, global mobility and undergraduate research experiences, and provides supports to enable students to translate, articulate and transfer these experiences into the workplace.

The objective of the Student Services Directorate is to provide a range of services and support functions that enhance the student experience and assist in ensuring student success.

The current initiatives run by Student Services fall into a number of areas:

- **Advice Teams** | The focus is on enabling student success through providing general and specialist support including accommodation, disability and inclusion, general welfare and international student advice.

- **Learning Development Team** | The focus is on supporting student success through online, group and one to one initiatives to enhance academic and learning skills for students.

- **Counselling Team** | The focus is on providing an opportunity for enrolled students to access professional counselling so that they may better develop and fulfil their personal, academic and professional potential.

- **Student Experience Teams** | The focus is on delivering projects that help students make connections and partnerships that enhance their experience at UQ. The work
of this team will provide opportunities for students to build a sense of belonging and support within UQ.

Services are delivered across the St. Lucia, Gatton and Herston campuses.

Information about the Directorate may be accessed on the Student Services web site at http://www.uq.edu.au/student-services

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

To assist the Division to deliver a well organised and effective student interface function. The Division provides interface services in the form of:

- Physical receptions for student-facing services and general enquiries
- Mobile services, including those embedded in campus activities
- A call centre staffed by student crew
- Web pages and social media

Duties

The post-holder will be required to promote and coordinate consistent, student-focused interface services across Student Affairs. Overarching duties will, therefore, focus on:

- Designing, brokering, implementing, and optimising a common interface service level agreement across the Division
- Using students to inform that agreement and subsequently evaluate services provided
- Managing, inspiring, motivating and supporting Student Affairs staff that substantively deliver communications and customer service to students
- Leading other Student Affairs staff in respect of the above

In order to achieve this, the post-holder will also be required to:

- Assist in the development of a student communication and feedback strategy, using face to face, voice and digital, and mobile platforms
- Ensure student communication campaigns are effectively designed and delivered
- Use and inform the development and systemisation of performance metrics, including regular reports
- Proactively identify upcoming student needs (across UQ), including use of data, and consequently enhance services provided
- Encourage areas across UQ to use Student Affairs services as these are developed
- Provide support to staff directly providing services, when critical student issues need to be escalated for resolution.
- Build and maintain positive and effective working relationships with various internal and external partners and stakeholders
- Perform any other reasonable duties as requested

**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 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 Manager, Service Improvement.
SELECTION CRITERIA

**Essential**

- A Degree, or equivalent combination of education and training, along with more than four years’ experience in marketing, communications, or customer service work.
- An ethos of customer focus, and the ability and willingness to operate effectively and collegially across diverse communities, levels, and teams.
- Excellent organisational and project management skills, including attention to detail.
- Ability to measure the impact of communication campaigns and services, and consequently revise approaches.
- Well-developed management and leadership skills, including experience of leading teams that contribute to organisational objectives and show high performance in the face of changing priorities.
- Self-starting capacity, including the ability to ensure the completion of large volumes of work by teams, multi-task, meet tight deadlines when necessary, and calmly produce high quality outcomes under pressure.
- Strategic and creative thinking, with proven experience of working on diverse and wide ranging communication strategies and their subsequent translation into reality.

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.**