POSITION DESCRIPTION

Position Title: Assistant Living and Life Skills Officer
Organisation Unit: Student Services Directorate
Position Number: 3004300
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 (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 Student Services Directorate is part of the Student Affairs Division, which also comprises the Health Service and Student Employability Centre. The Student Services Directorate is a unit with a strong focus of providing a broad range of student services including enhancing the student experience and assisting the institution in improving student retention. It comprises of the following sub-units: the Learning Hub, Student Counselling, First-Year Engagement, Accommodation Services, Multi-faith Chaplaincy and is expected to work closely with other Directorates in the Student Affairs Division. 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-ug

DUTY STATEMENT

Primary Purpose of Position

To support the development and management of sustainable, pro-active, independent living strategies and options which meet the needs of UQ students. The role will also assist in the development and delivery of programs and activities which will help students develop skills in managing effective relationships with housemates or family members, interact with landlords, perform household tasks, and maintain robust budgeting and healthy eating habits.

Duties

Duties and responsibilities include, but are not limited to:

- Assist in providing accommodation advice and information to students through individual and group activities including presentations.
- Help identify and assess the specific accommodation needs of students and plan and design resources to meet these needs
- Develop and deliver a range of strategies to assist students develop key independent living skills
- Develop information resources for students using both print and web based mediums
- Provide tenancy advice to students experiencing problems with rental accommodation in accordance with relevant legislation and assist them in finding solutions to housing difficulties
- Review, updating and improvement of the Accommodation website.
- Assist in the design, maintenance and improvement of accommodation systems, including on-line systems used to facilitate airport reception and a database of available rental accommodation.
- Assist with the administration, maintenance and confirmation of International Airport pickup for international students.
- Assist with the administration and maintenance of the UQ Rentals database for staff and students who are seeking accommodation.
- Form part of the team who provide first point advice to students across a range of areas, referring on to specialist staff as and when required.
- Contribute to the Accommodation team and other teams by assisting with other duties as required.

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, Student Living and Life Skills.
SELECTION CRITERIA

Essential

- Diploma in an area such as real estate or property services with relevant work related experience or Certificate IV with relevant work experience; or Certificate III with extensive relevant work experience or an equivalent combination of relevant experience and/or education/training;
- Hold a current Blue Card, or eligible to obtain a Blue Card;
- Demonstrated ability to liaise and interact effectively and collaboratively with customers, stakeholders and peers;
- High level of computer literacy with knowledge of Microsoft Office suite and familiarity with working with databases;
- High level organisational skills with the ability to prioritise work and focus resources on priority activities during peak periods;
- High level communication and inter-personal skills, including the ability to relate to young people and culturally diverse individuals and groups.
- Experience in the development and continual improvement of administrative practices.

Desirable

- Knowledge and understanding of the issues facing various cohorts of students transitioning into tertiary study and the role that the residential experience plays in the first year in particular;
- Knowledge of the accommodation sector, its markets, products and services, tenancy laws and/or the ability to rapidly acquire such knowledge;
- Experience in a large, university or similar community-based organisation;
- Ability and willingness to participate and support others as part of a team.

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.