POSITION DESCRIPTION

Position Title: Senior Web Content Coordinator
Organisation Unit: Information Technology Services
Position Number: 3037852
Type of Employment: Full time, Fixed Term (until 21 Dec 2019)
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 (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 (65). 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 Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University’s reputation, in line with our values of Service, Team, Accountability and Results. It comprises three major sections located across the University’s campuses: Academic Services, Enterprise Support and University Networks. Also located within ITS is the internationally recognised network security group, AusCERT, which provides internet security services throughout Australia and New Zealand. ITS manages core networks not only for the whole of The University of Queensland but also, on behalf of the Queensland Regional Network Organisation (QRNO), works with Queensland universities to manage access to the national university network (AARNet). ITS also operates Supercomputers and many of the University’s largest servers.

For further information visit our website www.its.uq.edu.au
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

Information for Prospective Staff

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DUTY STATEMENT

Primary Purpose of Position

UQ’s online presence is undergoing an exciting period of transformational change. The Senior Web Coordinator is responsible for the coordination and delivery of digital content and several key websites associated with UQ’s Web Program.

Working collaboratively with a variety of stakeholders, the position will coordinate and deliver digital content for a number of projects and associated websites, consistent with the University’s business requirements and strategic objectives.

The position will contribute to the implementation and maintenance of standards and guidelines relating to content development, workflow, approvals and production to ensure UQ’s web presence and associated content are maintained, updated and continue to develop with evolving digital content designs and the changing business requirements of the University.

Duties

Duties and responsibilities include, but are not limited to:
• Managing digital content projects associated with UQ’s Web Program.
• Liaising closely and building positive relationships with staff at various levels across UQ to facilitate the efficient provision of content.
• Quality control for digital content, including editing and proofreading a variety of content types ensuring they meet style, tone and marketing message requirements.
• Liaising closely with UQ organisational units, web content editors, web developers and other relevant staff to ensure timeliness, accessibility, usability and conformance in line with best practice in digital content
• Proactively researching, monitoring, evaluating and reporting on innovations in digital content design and advice on their possible use.
• Assist the Digital Content team in the planning, writing, editing and uploading of content to various UQ websites.
• Work in collaboration with colleagues in the planning, designing and delivering a high quality user experience across UQ’s digital landscape.

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 Principal Web Coordinator. The position will be required to direct other professional or technical staff on work relating to specific tasks or projects.
SELECTION CRITERIA

Qualifications

Essential

- Completion of a bachelor degree in communications, marketing, journalism or a related area and at least five years’ work experience in digital web content production and/or communications.
- OR an equivalent combination of experience and/or education/training.

Knowledge and Skills

Essential

- Excellent project management knowledge
- Demonstrated effective interpersonal and communication skills with the ability to communicate and develop relationships with both technical and non-technical staff and key stakeholders.
- Demonstrated current working knowledge of relevant technologies, methodologies and best practices in digital content production and management.
- Expert writing and editing skills, including aptitude in translating jargon and complex information into compelling content
- Excellent proof-reading skills and scrupulous attention to detail.

Desirable

- Demonstrated knowledge of search engine optimisation and website analytics to maximise traffic to websites and measure content performance.
- Ability gather requirements and provide guidance and direction to developers and designers.

Experience

Essential

- At least five years web/digital content experience
- Demonstrated experience in project management and dealing effectively with multiple clients/stakeholders on significant projects.
- Demonstrated experience in developing engaging content for an excellent user experience
- Demonstrated experience in managing content for large, dynamic, and complex projects and websites

Desirable

- Experience working with Drupal CMS
- Experience working in a tertiary institution or similar enterprise environment
- Experience working in agile teams

Personal Qualities

Essential

- Demonstrated ability to work independently to achieve objectives with limited guidance
- Ability to balance multiple priorities and meet deadlines in an ever-changing environment.
- Ability to work constructively in a team environment
The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University's Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.