POSITION DESCRIPTION

Position Title: Client Services Team Leader
Organisation Unit: Institute of Continuing & TESOL Education (ICTE-UQ)
Position Number: 3031740
Type of Employment: Full-time, Continuing appointment
Classification: HEW 5

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. In 2013, UQ attracted more Australian Research Council funding than any other Australian university or research body.

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 Australian Teaching and Learning Council Awards for Teaching Excellence 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, and a founding member of Universitas 21, an international consortium of leading research-intensive universities. UQ is also the largest university in Queensland.

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 215,000-plus alumni. The University has more than 7,000 academic and professional staff and a $1.6 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.

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 (IMR) and UQ Global Engagement (GE) 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

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

The position of Client Services Team Leader is responsible for the coordination and efficient day to day operation of the Client Services Team providing first point of contact at multiple service points to ICTE-UQ students and staff. The Client Services Team is also required to provide a high standard of administrative support for the Institute’s teaching programs. The position requires a strong focus on leadership within client services.

Duties

Duties and responsibilities include, but are not limited to:

- Coordinate the provision of information, advice and support to students and clients relating to the programs, activities and services available at ICTE-UQ.
- Supervise the Administrative Assistants and ancillary staff in the client services team, including prioritisation and allocation of work tasks, staff rostering, training, and performance appraisal.
- Maintain a culture of teamwork and ensure that staff project a professional and highly competent image of ICTE-UQ in all dealings with students and staff.

- Coordinate administrative support associated with the student lifecycle including allocation to classes, production of timetables, ID card creation, internet access, maintaining accurate data in student management systems, administration of surveys and evaluations, assessment and reporting for customised and regular ICTE-UQ programs.

- Coordinate the maintenance of student attendance records and correspondence, and conduct attendance interventions where required.

- Coordinate student access to Learning Management Systems.

- Liaise with ICTE-UQ’s internal clients to ensure that client service processes support their needs.

- Monitor the daily cash handling procedures for Student Administration and balance daily cash transactions with banking.

- Develop and update procedures for the Client Services Team.

- Ensure all communications are delivered accurately and within required timeframes.

- Ensure that client service staff maintain up-to-date awareness of ESOS and National Code requirements and details of all courses, programs and services delivered by the Institute.

- Undertake duties as directed by the 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 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;

- 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 Manager Student Services.
SELECTION CRITERIA

*Essential*

- Completion of an undergraduate degree; or completion of an associate diploma and at least 2 years subsequent relevant work experience or an equivalent combination of relevant experience and/or education/training.
- A minimum of 2 years’ experience in administration/supervision of staff with a high degree of client contact. Ability to manage and motivate others.
- Exceptional interpersonal and communication skills, including experience communicating with people of other cultures and cross cultural communications in an international education or similar area.
- Demonstrated competence in the conduct of administrative practices in the international education sector.
- Demonstrated ability to meet deadlines, to work under pressure and to establish priorities.
- Demonstrated capacity for identification and analysis of issues and innovative problem solving.
- Experience with Microsoft suite of applications and a high level of computer proficiency.

*Desirable*

- Knowledge of University policies and procedures
- Experience in the international education sector

The University of Queensland values diversity and social inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au
Applications are also encouraged from women. This role is a full-time position.