POSITION DESCRIPTION

Position Title: Program and Services Support Officer (PSSO)
Organisation Unit: Institute of Continuing & TESOL Education (ICTE-UQ)
Position Number: 3008540
Type of Employment: Full-time, continuing
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. Over the past 3 years for which audited data are available UQ has attracted the highest (2013) or second highest (2012, 2014) amount of research funding of any Australian university.

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 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 and UQ Global Engagement 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 primary responsibility of the position will be to provide professional support services to ICTE-UQ’s large and growing network of client partners in a systematic and quality assurance driven manner to ensure the successful delivery of group programs.

Duties
Duties and responsibilities include, but are not limited to:

- Coordination and facilitation of key client services pursuant to successful delivery and evaluation of group based programs;
- Program support including facilitation of group programs in terms of organisation of site visits, transport, arrival/departure arrangements, accommodation for group leaders, room bookings, invoicing and farewell functions. Additional support outside of normal working hours may also be required from time to time;
- Liaison with client institutions, corporations, government agencies and private representatives;
- Client relations for visitors and group program leaders and group program students/participants;
- Maintain current, and build new, working relationships with external service providers in order to meet client needs and budgets. For example accommodation providers and transport companies;
- Coordinate delegation visits to ICTE-UQ associated with group programs including room bookings, catering and creating visit schedules and itineraries;
- Coordination of inputs and drafting of program evaluation and student progress reports;
- Support in providing client related information and maintaining group program files;
- General support to the Deputy Director and Managers, Market Development and Extension Studies International;
- Attend partner/agent functions as required; and
- Undertaking of additional duties as directed by the Managers, Market Development or Extension Studies International.

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 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; and
- In accordance with ICTE-UQ policy, administrative staff positions up to and including HEW Level 6 are required to wear an ICTE-UQ Uniform.

Organisational Relationships
The position will report to the Manager, Extension Studies International.
SELECTION CRITERIA

**Essential**

- Completion of an undergraduate degree or completion of an associate diploma and at least two (2) years subsequent relevant work experience or an equivalent combination of relevant experience and/or education/training.
- Professional client servicing skills
- High level of interpersonal, verbal and written communication skills
- Computer literacy skills including Excel, Word, PowerPoint & databases
- Ability to research unfamiliar topics and to report on findings
- Experience in working with multiple people at various levels across an organisation
- Experience in dealing with a range of clients from different cultural backgrounds and cross cultural communication
- Experience in managing multiple tasks concurrently
- Strong work ethic and commitment to being a team member
- Professional presentation to students, clients and visitors

**Desirable**

- Experience in report writing
- Experience in international student group related activities

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.