POSITION DESCRIPTION

Position Title: Future Students Contact Officer (FSCC)

Organisation Unit: Future Students Contact Centre
Office of Domestic Student Recruitment (DSR)

Position Number: 3029853

Type of Employment: Full time, Continuing

Classification: Hew Level 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 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 (60). 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 Future Students Contact Centre (FSCC) sits under the Office Deputy Vice-Chancellor (External Engagement). The Centre is responsible for providing outstanding service, advice to prospective students and other stakeholders on a broad range of university topics from first enquiry through to a formal offer from the University. The Centre provides a first point of contact for domestic, undergraduate student enquiries from prospective students by email, phone (both in-and out-bound), online chats and call back bookings. The Centre is also responsible for domestic Campus Tours on the St Lucia campus and is part of the wider external engagement portfolio. Information for Future Students may be accessed at https://future-students.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 purpose of the position is to provide timely and highly accurate advice to prospective students, parents and a variety of stakeholders. The position offers information and resolutions to prospective enquiries, while also supporting areas of the university, acting as a first point of contact to reduce the need for referral.

The position relies on building partnerships with UQ Faculties, UQ Schools, prospective parents, other UQ organisational units and stakeholders to support the organisation, coordination and facilitation of engagement events with prospective students.

This role may require work or travel to participate in FSCC engagement events/activities which occur in the evening or weekends. The successful applicant must be willing to be flexible working outside of normal working hours throughout the year.

Duties

Duties and responsibilities include, but are not limited to:

• Provide advice and information to prospective students related to admission and enrolment requirements at The University of Queensland. This includes:

  ➢ Program pathways such as bridging and upgrading for entry requirements to UQ, program content and course information, eligibility to enrol, fee charges, transition from secondary school study and/or work to university, the first-year experience and
adapting to University studies, including those faced by students from diverse backgrounds

- Market, implement and provide information regarding the St Lucia Campus Tours, UQ activities, accommodation, admission, UQ events and services

- Adhere to systems, protocols and procedures to facilitate effective communication with prospective students, ensuring timely access to accurate information and advice in response to prospective student enquiries.

- Maintain best practice systems and procedures to facilitate the efficient and effective administration across the team; including managing stakeholder feedback, recording informative and concise case contributing to the continuous improvement of FSCC processes and services

- Refer complex enquiries to the appropriate areas of the university using phone, email and the Customer Relationship Management (CRM) systems.

- Coordinate and deliver events aimed at prospective parents and their students to showcase UQ. Host campus tours and specialty tours for prospective students and family visits to the St Lucia Campus.

- Identify opportunities to design and implement strategies that build strong relationships with broader UQ and other stakeholders including initiating, managing and maintaining social media content for the FSCC Instagram Account.

- Contribute to the production and promotion of communication materials that supports the work of the team and those it is associated with (online and published).

- Other duties as directed by the supervisor.

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 Team Leader, Future Students Contact Centre, DSR.
SELECTION CRITERIA

Essential

- Completion of a relevant degree, or an equivalent combination of relevant experience and/or education/training.
- Knowledge of key university policy and procedures affecting students, or demonstrated ability to rapidly acquire and apply such knowledge.
- Excellent oral, written and interpersonal skills including the ability to communicate effectively with diverse groups of people from within and outside the university.
- Excellent planning and time management skills with a high level of attention to detail.
- Demonstrated ability to work autonomously and cohesively as part of a team possessing initiative and creativity, prioritising own workload to meet deadlines.
- Committed and enthusiastic in delivering excellent customer service with developed problem-solving skills.
- Experience in the use of a wide range of computer applications particularly Microsoft Word, PowerPoint and Excel) or the demonstrated ability to rapidly acquire and apply such knowledge, to access and interpret data held in UQ systems such as SI-Net, Customer Relationship Management Systems and other databases as required.

Desirable

- Experience in the higher education sector.

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 Application are also encouraged from women.