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 UQ Business School is located on the St Lucia campus with a staff of approximately 160 academic staff; 120 equivalent tutors and 70 professional staff. The School leases space in the Brisbane central business district in Central Plaza 1 where it offers core MBA courses and provides executive education and function facilities.

The School has seven main areas of academic strength represented by discipline clusters – accounting; business information systems; finance; management; marketing; strategy; and tourism with an associate professor reporting to the Head of School leading each cluster.

Currently, the School has over 9,000 students enrolled in its programs: 6,000 at undergraduate level; 3,000 at postgraduate coursework level; and around 160 in research higher degree programs. Approximately one-third of the student body are international students, mostly from the Asia-Pacific region.

The School’s aim is to achieve national and international recognition as being among the best research intensive business schools in the Asia-Pacific region. The School carries AACSB International and EQUIS accreditation – the first school in Australia to receive AACSB and EQUIS accreditation across the full range of programs. The School enjoys strong research links with leading international research schools.

Details of the teaching programs, research activities and business relations may be accessed through the School’s web site at: http://www.business.uq.edu.au/.

Information about the Faculty and the School may be accessed on the Faculty’s web site at http://www.bel.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

Duties

Duties and responsibilities include, but are not limited to:

**Strategic**
- Contribute to the reputation building activities of the School through various strategic marketing initiatives including management of independent third party reputation survey systems, monitoring/reviewing performance, and providing recommendations to optimise outcomes on reputation survey opportunities to the Accreditation Director and School Executive.
- Provide expert strategic and operational advice, including contributing to the School’s Strategic Plan.
Project Management
• Under limited direction, lead and project manage the School’s participation in strategically selected third party reputation survey submissions to a high standard within agreed timeline and budget, liaising with relevant staff within the School. Educate a wide range of stakeholders across School, Faculty and University on reputation management and rankings rationale, working collaboratively to lead, engage, motivate them to identify, trial and implement initiatives that contribute to enhanced reputational outcomes.
• In conjunction with the Accreditation Manager, undertake project management of the School’s Student Program Committees and be responsible for assisting the Committees and students with the development of any associated initiatives or plans.

Alumni Survey Management, Engagement & Market Research
• Lead, manage and oversee a highly segmented alumni survey communication strategy, utilising a variety of communication channels and networks, to ensure optimal responses and outcomes are achieved for reputation surveys and long-term engagement of Alumni.
• Develop, execute and manage the marketing research program for the School, providing direction and overseeing relevant staff.
• Working with Alumni Co-ordinator, Events Officers and Career Services Manager, academic and professional staff and other stakeholders initiate and contribute to systems and processes that maintain, reconnect and nurture strategically important student and alumni relationships.

Travel and After Hours Duties
• Some interstate and local travel may be required from time to time
• The incumbent may be required to undertake work outside of normal working hours from time to time.

Training and Development
Training and development will be provided in each of the core areas listed below:

• CRM systems/tools – including SiNet, Vision 6, Raiser’s Edge
• UQ Recognition and Development program for Professional staff

General
• Undertake other duties consistent with the above as may be required from time to time.
• Comply with the University’s Code of Conduct (see the University’s website at http://www.uq.edu.au/staff/employment/)

Occupational Health and Safety Responsibility
• Individual staff members are to comply with requirements of Queensland occupational health and safety (OH&S) legislation and related OH&S procedures developed by the University, School or Section.

Reporting Relationships
The position reports to the Business School Manager.

SELECTION CRITERIA

Essential
• An undergraduate degree in business or a related discipline, plus a minimum of 5 years experience in a market research or statistical analysis role, preferably within a service based industry; or an equivalent combination of relevant experience and / or education / training.
- Demonstrated experience in project managing strategic analysis initiatives, including working with business intelligence systems, databases and spreadsheets; and experience in preparing written strategic reports; and experience in the use of CRM systems.
- Demonstrated integrated campaign management experience including substantial survey management experience.
- Demonstrated exceptional organisational and project management skills with an ability to work within budgetary constraints, and the ability to prioritise, exercise initiative and demonstrate sound judgement, whilst pursuing complex issues to a timely conclusion.
- A detailed understanding of the reputation survey environment, the drivers of reputation survey success and utilise to influence change
- Excellent interpersonal skill and high level influencing and negotiation skills, combined with high-level written and oral communication skills, and the ability to influence change.
- High level of attention to detail.

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.