POSITION DESCRIPTION

Position Title: Client Engagement Officer
Organisation Unit: UQ Business School
Position Number: TBA
Type of Employment: Fixed-term, 6 months
Classification: HEW Level 4

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 $11 billion+ (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

As part of UQ Business School, UQ Executive Education produces high-performing leaders and high-impact business results through creative consultation and quality education.

UQ Business School is independently ranked as one of the top business schools in Australia and among the leading institutions worldwide. We are renowned for our cutting-edge research, outstanding academic staff, depth of educational programs and close links with leading global organisations.

UQ Executive Education is based at UQ Brisbane City, the University’s newest site in the heart of the Brisbane CBD. At UQ Brisbane City, students and professionals from the School’s Master of Business Administration (MBA) program and Executive Education courses are taught in smart, functional and flexible learning facilities.

UQ Executive Education offers everything from short courses and training for individuals and organisations to tailored programs and consultancy across the private sector, government and industry. Challenging the boundaries of traditional executive education, UQ Executive Education’s interactive learning model uses a combination of the latest research and experiential learning to give students a fresh perspective on contemporary management and leadership issues.

To learn more about UQ Executive Education, please visit https://execed.business.uq.edu.au.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at https://staff.uq.edu.au/information-and-services/human-resources.

Primary Purpose of Position

The primary purpose of the Client Engagement Officer is to act as the primary engagement point for current and prospective students and clients at the UQ Brisbane City venue.

Key Responsibilities

1. Act as the primary point of contact for initial business or student recruitment enquiries and information requests
2. Direct and follow up enquiries related to specific BEL programs, MBA and Executive Education, as well as general queries related to the broad range of UQ programs and services
3. Build relationships with UQ students, staff and clients that regularly visit the venue and providing a concierge-level of customer service
4. Regularly engage with the UQ, BEL and Business School Student Administration teams, MBA Team and Executive Education to ensure consistency of message and approach
5. Contribute to the production and promotion of communication materials (published and online) that support improving communication with current and prospective students and businesses
6. Maintain best practice systems and procedures to facilitate efficient and effective administration across the venue
7. Provide administrative support for the venue and student administration teams, such as data entry, mail-outs, maintenance of contact databases, acquisition and maintenance of collateral stocks

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](http://www.uq.edu.au/equity)
- requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](http://www.uq.edu.au/equity) 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](http://www.uq.edu.au/equity) developed by the University
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](http://www.uq.edu.au/equity) developed by the University

Travel and After Hours Duties
UQ Brisbane City has a span of operating hours of 6.00 am to 10.00 pm Monday to Friday and many weekends during semester time. From time to time, the Client Engagement Officer will be expected to undertake work within this span of hours.

Reporting Relationships
The position reports to the Executive Education Coordinator and has no direct reports.

SELECTION CRITERIA

1. Completion of a diploma level qualification in Business, Hospitality or related field, or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated experience in a front line customer-service focussed role.
3. Well-developed interpersonal and relationship management skills with the ability to collaborate with a range of stakeholders, such as senior executives, academic staff and students.
4. Excellent time-management skills with the ability to multi-task.
5. Demonstrated high-level organisational ability and attention to detail.
6. Demonstrated capacity to work independently with initiative and creativity, and as part of a team.
7. Strong computing skills, including familiarity with MS Office software applications and customer relationship management databases.

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](http://www.uq.edu.au/equity)) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.