POSITION DESCRIPTION

Position Title: Engagement Officer (International)
Organisation Unit: Faculty of Science
Position Number: 3026352
Type of Employment: Full Time, Fixed Term
Classification: Hwe Level 5 or 6 (Broad banded)

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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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**

The Faculty of Science unites the disciplines of agriculture and animals, biomedical and biological sciences, chemistry, earth sciences, food sciences, geography, marine science, mathematics and physics, planning, the environment and veterinary science.

With strong links between the enabling and applied sciences, UQ is ranked among Australia’s top three research universities for the impact of its ground-breaking projects, addressing today’s global challenges of sustainable energy production, feeding a growing world population, maintaining health and well-being, and managing the impact of climate change on our environment. The units within the Faculty of Science are internationally recognised and their teaching and research successes create a stimulating environment within which the Faculty staff work.

The Faculty is managed by the Executive Dean, who has direct responsibility for the physical, financial and human resources, academic matters relating to programs and students, and a range of other areas such as the development of research, national and international marketing, and enhanced government, business and community links.

Information about the Faculty and the School may be accessed on the Faculty’s web site at http://www.uq.edu.au/faculty-school.

**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-ug

**DUTY STATEMENT**

**Primary Purpose of Position**

The Engagement Officer (International) provides support across the Faculty in a range of activities designed to engage with international stakeholders. This includes the coordination of events, promotions and marketing materials for recruitment of prospective students, development of international linkages and to support academic and professional travel.

**Duties**

Duties and responsibilities include, but are not limited to:

**International Marketing and Recruitment**

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<td>• Assist in market analysis and promotional activities in line with the Faculty International Plan</td>
<td>• Undertake market analysis, develop and regularly monitor reports to provide advice on both program and country</td>
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<td>Promotional Activities</td>
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<td>Maintain the Faculty's annual international travel calendar of recruitment activities to ensure its currency according to exhibition and UQ International Office timelines</td>
<td>Maintain and monitor travel calendar in order to proactively recommend variations based on market data and feedback to ensure all key markets are attended.</td>
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<td>Provide support to professional and academic staff travelling on behalf of the Faculty, including coordination of travel and meeting arrangements.</td>
<td>Support and proactively recommend in-country activities for travelling professional and academic staff including all aspects of travel and meeting arrangements and support for completion of post travel reports</td>
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<td>Assist in preparation marketing and communication collateral for international agents, prospective students and other stakeholders</td>
<td>Coordinate development of region-specific marketing collateral, and assist in the development of student conversion activities</td>
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<td>Coordinate Faculty events and promotional activities relating to international students and visitors on campus including the all aspects of event coordination.</td>
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<tr>
<td>As needed, represent the Faculty at events locally and internationally, which may require attending work outside normal working hours</td>
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**International Development & Student Support**

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<td>Assist in the identification of new opportunities/new partnerships in consultation with the Manager, Engagement (International)</td>
<td>Proactively identify, conduct due diligence and develop any new business opportunities by utilising market intelligence, data or established networks that support the international strategic priorities of the FoS</td>
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<td>Coordinate with Faculty student administration team and schools to manage credit assessment process for selected overseas partner institutions, and assist in preparation of study plans for incoming cohorts.</td>
<td>Act as the key contact for faculty's student administration team and schools credit assessors to manage the credit assessment process for new international articulation agreements, and assist in preparation of new study plans as required.</td>
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<td>Act as a key point of contact for international agent enquiries relating to international student application</td>
<td>Act as a key point of contact for international agent enquiries relating to international student application and work with student administration team to ensure timely provision of academic advice to new international students during their first semester of study, including study plans and enrolments</td>
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<td>Participate in activities which engage</td>
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international students at all stages in the student life cycle, including transition into and out of UQ (pre-departure, Orientation, graduation)  

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

This position reports to the Manager, Engagement (International).
**SELECTION CRITERIA**

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<td>• Bachelor degree or an equivalent combination of relevant experience and/or education/training</td>
<td>• Bachelor degree with significant study in the area of marketing/communications (or equivalent) and extensive experience or An equivalent combination of relevant experience and/or education/training</td>
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<td>• An understanding of the tertiary education sector or a relevant government organisation.</td>
<td>• Relevant experience in the tertiary education sector or a relevant government organisation, and a high level of understanding of the work processes of the University</td>
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<td>• An understanding of student recruitment and marketing</td>
<td>• Demonstrated experience in student recruitment and marketing in a tertiary institution, with particular reference to international students</td>
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<td>• Ability to research, write and produce publications.</td>
<td>• Demonstrated extensive experience in researching, writing and producing a wide range of different types of publications including for print and digital consumption.</td>
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<td>• Strong written skills with the ability to research, write and produce relevant items for different media.</td>
<td>• Demonstrated high-level written skills with the extensive experience in researching, writing and producing relevant stories for different media and development and production of publications.</td>
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<td>• Strong organisational and planning skills, with the ability to work to deadlines and under pressure, to establish priorities, and to work across multidisciplinary teams.</td>
<td>• Demonstrated high level organisational and planning skills, with the ability to work to deadlines and under pressure, to establish priorities, and to work across multidisciplinary teams.</td>
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<td>• Demonstrated capacity to work in a team environment and in a culturally sensitive manner with people from a variety of professional and cultural backgrounds.</td>
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**Training program and competency based assessment**

Training and development will be provided in each of the areas listed below. It is expected that the training plan will take between 2 and 3 years to complete, depending on the base level skills and experience of the incumbent.

**Progression to HEW6**

For progression to a HEW6, a staff member must meet the competencies outlined in the HEW6 selection criteria which will be determined via achievement of objectives set during the annual performance review process.
Particular reference will be made to staff members demonstrating competencies in the following areas:

- Acquire on-the-job experience to demonstrate a high level of competence in managing complex events
- Acquire on-the-job experience to demonstrate experience in researching, writing and producing publications
- Demonstrated advanced communications skills; specifically in providing service to the ‘client’ school/s.
- Demonstrated ability to analyse a problem and define an effective solution
- Demonstrated ability to use initiative in analysing requirements and to provide significant input into development of creative strategies
- Demonstrated ability to prioritise workloads and manage time effectively to increase output
- Demonstrated experience in contributing to successful outcomes on assigned projects.

A staff member must complete relevant training as discussed with the Manager, Engagement. Training may include:

- Customer Service Advanced Communication Skills (UQ Staff Development)
- How to deal with difficult people phone and face to face (UQ Staff Development)
- Managing time (UQ Staff Development)
- Presentation skills (UQ Staff Development)
- ESOS Legislation and The National Code of Practice (UQ Staff Development)
- ESOS framework for student facing staff (UQ Staff Development)

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) for further information and points of contact if you require additional support.

Accessibility requirements and/or adjustments can be directed to Carley Meehan at recruitment@uq.edu.au