

POSITION DESCRIPTION

Position Title:	Executive Services Coordinator
Organisation Unit:	Advancement
Position Number:	NEW
Type of Employment:	Fixed Term
Classification:	HEW 6

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 (31), the Performance Ranking of Scientific Papers for World Universities (39), the US News Best Global Universities Rankings (36), QS World University Rankings (46), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (62).

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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a \$2.15 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+.

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

Advancement at The University of Queensland

Throughout its history, The University of Queensland has benefited from the support of its alumni and friends to enhance funding, deliver world-class research and allow students to reach their full potential. The St Lucia campus rests on land gifted through the Mayne siblings and the School of Veterinary Science continues to use farmland at Pinjarra Hills, donated to the University in the early 1920s. The modern research-intensive University is supported by a partnership of significant philanthropy and leveraged grants from the government.

As UQ moves into its second century, the University is committed to solidifying its reputation as one of the world's pre-eminent public research universities. This involves strengthening our brand, improving our links with alumni and partners, and promoting a strong culture of giving to significantly grow the sustainable level of philanthropic support the University receives annually. In line with this commitment the University launched its first major comprehensive campaign, *Not If, When* – The Campaign to Create Change in 2017, with the target of raising \$500 million for strategic priorities aimed at empowering student success, transforming teaching and learning, and driving discovery and impact.

The campaign formally closed on 31 December 2020, exceeding the campaign target by over 20%. Fundraising and engagement efforts continue to accelerate post-campaign. 2021 marks the beginning of the 'celebration phase' of the campaign, to strategically celebrate the power of partnership, and what can be achieved when we work together with our partners within – and beyond – the UQ community.

To learn more about philanthropy at UQ visit <https://giving.uq.edu.au>. To learn more about Advancement's alumni engagement activities, visit <https://alumni.uq.edu.au/>.

Advancement at UQ works in partnership with academic and professional colleagues throughout the University to increase engagement and to establish enduring relationships with key constituents including alumni, community, friends, organisations, trusts, foundations, industry and corporations. Under the leadership of the Vice-Chancellor, Deputy Vice-Chancellor (External Engagement) and Pro-Vice-Chancellor (Advancement), Advancement is investing in a high performing team to partner with UQ academia to deliver new sustainable levels of philanthropic support.

Within Advancement there are four primary portfolios:

The **Development and Principal Giving** team leads UQ's philanthropic engagement and fundraising efforts by heading fundraising programs and activities with a focus on individuals, trusts and private ancillary funds. The team fosters effective relationships with key stakeholders to promote UQ as a worthy destination for philanthropy.

The **Alumni Relations and Engagement** team provides leadership on alumni and donor engagement, fostering mutually beneficial life-long relationships between UQ and its 300,000+ alumni (50% of whom are living in Queensland and nearly 35,000 alumni are from abroad) while enhancing the brand, and raising the profile of UQ globally. The team

promotes stronger connections through a range of high impact events, programs and services, professional networking and volunteer opportunities including engaging philanthropically with the University through the Annual Fund and Donor Relations program.

The **Advancement Services** team delivers data and gift services, manages the University's customer relationship management system and oversees the University's philanthropic financial processes. The team also provides services in constituent research, prospect management and analytics/reporting.

The **Global and Institutional Philanthropy** team leads fundraising initiatives for institutional and international markets. Building upon a strong record of foundation and corporate philanthropic partnership, this team also oversees whole of UQ Advancement initiatives including entrepreneurship, student strategy programs, Indigenous and Torres Strait Islander priorities, international fundraising market development, research partnership collaboration and UQ-related international foundation management.

The Executive Services Unit provides timely and professional support to the Advancement Executive Team and Central Advancement team.

Advancement's values and strategic beliefs (below) complement UQ's Institutional values to guide day-to-day processes and behaviours, and will be reflected in all decisions and activities.

Advancement Values

- We lead with excellence to achieve high quality results
- We aspire to have the highest level of integrity in all we do
- We do our best when working as a team
- We have a commitment to innovation and continuous improvement
- We create and celebrate a positive work culture

Advancement Strategic Beliefs

We believe:

- Philanthropy plays an essential and growing role in UQ's ability to transform lives through education and research
- High-quality, authentic and responsive relationship-building with key stakeholders is essential to achieving our goals
- That our alumni and donors deserve a transparent and accountable approach to data, reporting, gift administration, investment and stewardship
- That an adaptable approach strengthens our ability to be better colleagues and industry leaders
- That the strongest Advancement team will consist of individuals with a commitment to UQ's mission and a passion for our work

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is [available online](#).

Living in Brisbane

Situated on the Brisbane River and with a population of 2 million, Brisbane is the capital city of Queensland and is the third largest city in Australia. It enjoys the luxury of a semi-tropical climate, an outdoor lifestyle and warm weather year-round. An hour-and-a-half flight from Sydney, Queensland is the tourist destination of choice for many Australians as it has easy

access to the Great Barrier Reef, the Gold and Sunshine Coasts, Port Douglas and the Northern NSW beaches such as Byron Bay. It is also the gateway to the Great Australian Outback.

For further information see:

- <http://www.brisbane-australia.com>
- <http://www.brisbanesuburbs.com.au>

For further information on:

- The campus <http://www.uq.edu.au/about/st-lucia>
- Information about the University, State of Queensland, living in Brisbane and employment at the University is at the University's web site www.uq.edu.au
- A comprehensive guide to family friendly work practices and services visit the Work and Family website at www.uq.edu.au/current-staff/?page=133455.
- Visa applications and working in Australia please visit www.immi.gov.au.

DUTY STATEMENT

Primary Purpose of Position

The role of the Executive Services Coordinator is to contribute to a high standard of executive/administrative, business operations, and project support to ensure the Executive Services Unit and Advancement Executive Team can deliver on critical initiatives to support the collective Advancement Team, VIP stakeholder groups and, ultimately, UQ.

Duties

Duties and responsibilities include, but are not limited to:

- Provide executive assistance to the Pro-Vice-Chancellor (Advancement), including calendaring, travel requirements, planning for present and future commitments, and assisting in the preparation of meeting papers.
- Prepare and/or edit various documents including reports, presentations, agendas, communications to staff, and meeting minutes.
- Provide a warm and welcoming experience for guests of Advancement visiting the JD Story Building Advancement office, attend to enquiries from a broad range of internal and external stakeholders, and, together with colleagues in the Executive Services Unit, action enquiries from internal and external stakeholders.
- Help to coordinate events and activities, including facilitating logistics (e.g. venue bookings, catering, registrations and invitations) to meet business objectives, and contribute to a strong team culture (such as Advancement Forums, planning days, retreats, and team-building initiatives).
- Contribute to and maintain the Advancement Intranet, CRM, space-related systems, and folder structures (including managing permissions, and maintaining electronic distribution lists, registers, and filing systems) to meet the needs of the broader Advancement team, and identify opportunities to enhance the experience of users.
- Provide first-level IT trouble-shooting to Advancement staff, coordinate provision of IT support as required, and oversee the maintenance of the physical work environment, including using relevant enterprise systems.
- Undertake purchasing of office and stationery supplies, including IT and general office equipment, manage corporate credit card use in a manner compliant with relevant UQ policy and procedures, provide support to the Executive Team on internal transactions, purchases, payments, invoice and receipt processing, and ensure all financial activity is processed according to UQ policy.

- Work closely with supervisors and Human Resources to prepare documentation relating to HR matters (including recruitment, appointments, onboarding, offboarding, classifications, position and organisational unit detail updates, exit checklists, and adhoc matters) to deliver a seamless and positive experience for new, existing, and departing staff.
- Assist with the development and implementation of project plans to support delivery against the Advancement Operational Plan, proactively identify business improvement opportunities, and work with other members of the Executive Services Unit to implement.
- Represent the unit at UQ workshops and forums relevant to the role, work cooperatively with the similar roles across the portfolio and University, and develop strong professional networks to support best practice within the Advancement team.
- Coordinate or contribute to annual reviews and audits, including – but not limited to – recordkeeping review and archiving, asset stocktakes, and risk register reviews.
- As required, provide first-level advice to the Executive Team in relation to University PPLs, whole-of-University initiatives, and operational best-practice.
- Maintain guidelines / work instructions relating to the tasks of the unit.
- Any other duties as reasonably directed by the Pro-Vice-Chancellor (Advancement) and Executive Officer, including providing support to other members of the Executive Support Unit.
- Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
 - CASE Statement of Ethics (see the CASE website [here](#))
 - 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 directly to the Executive Officer with dotted line appointment and direct partnership with the Pro-Vice-Chancellor (Advancement).

Key internal relationships

The position works closely with members of the Advancement Executive Team, comprising the Pro-Vice-Chancellor (Advancement), four Directors, and the Executive Officer. On a day to day basis, the position will also work closely with other members of the Executive Services Unit, and broader Advancement Team. The position will also regularly interact with colleagues in other corporate support teams, as well as internal and external stakeholders.

SELECTION CRITERIA

- Qualifications and training equivalent to an undergraduate degree with subsequent relevant experience providing a high standard of business operations and project support, ideally in the higher education sector. Experience relating to fundraising, and alumni and community engagement is desirable.

- Strong knowledge of the University's administrative systems, policies, procedures and practices or an ability to rapidly acquire such knowledge.
- Proven ability to contribute to operational planning and implement policy and processes to increase the operational efficiency of an organisational unit, with a commitment to demonstrating and promoting Advancement's values and strategic beliefs.
- Demonstrated organisational skills and a proven ability to prioritise, maintain flexibility and to work both independently and as part of a team to meet constant deadlines, whilst maintaining consistently high standards.
- A proven ability to use initiative, demonstrate problem solving, and research / implement solutions effectively, with an ability to maintain confidentiality and exercise discretion, diplomacy and judgment.
- Demonstrated oral, written, and interpersonal communications skills, including the ability to liaise, work constructively as part of a team, consult and negotiate with a diverse group of people, and consistently maintain a customer-focused approach.
- High level of computer proficiency across a range of applications including the Microsoft Office suite, and the capacity to acquire and apply knowledge of various UQ systems (such as Drupal, Archibus, and Raiser's Edge). Existing familiarity with UQ specific systems is desirable.
- A willingness to learn and explore opportunities for continuous improvement.

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.

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

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