Appointment of
Head of International Admissions
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The External Engagement Portfolio, led by the Deputy Vice-Chancellor (External Engagement) is responsible for the University’s engagement activities and brings together various business units from across the University, including UQ Press, UQ Art Museum, Indigenous Engagement, Advancement, Global Engagement & Entrepreneurship, Marketing and Communication and Future Students. The Portfolio works closely with the other portfolios, faculties, institutes and central areas in all aspects of student recruitment.

One of the long term objectives outlined in the UQ Strategic Plan 2018 – 2021 is transforming students into game-changing graduates who make outstanding contributions and address complex issues with a global perspective. International Admissions team is a performance-focused team that is critical to achieving this objective by ensuring quick turnaround times for student applications and offers. The International Admissions team works in close partnership with faculties, schools, UQ’s agent network and partners to grow our future student community.

The International Admissions team is part of the Future Students portfolio, which also includes Student Recruitment and Outreach, International Marketing and Communication, and the Future Students Contact Centre. The Future Students team is responsible for inspiring young people and recruiting high quality undergraduate and postgraduate students to study at UQ on a global scale.
Role of the Head of International Admissions

Primary purpose of the position

The Head of International Admissions manages a high performance, customer service focused international admissions team. The position drives continuous improvement through developing and implementing best practice policies, procedures, and operations to position the University competitively and increase international student enrolments. The role works closely with International Recruitment and develops strategic relationships across the University to meet the University’s internationalisation objectives.

Duties

Strategy

• Provide outstanding leadership and strategic direction in admissions policies and procedures to continuously improve international admissions practices and maintain a high level of productivity to meet application to enrolment targets
• Provide leadership and strategic advice to university stakeholders on international admissions and compliance related matters that contributes to evidence based decision making
• Lead the continuing improvement of customer service and performance enhancements including; data integrity, analysis and reporting to improve decision making outcomes and competitiveness

Policy, processes and procedures

• Extensive knowledge and experience working within the Australian Government and US Financial Aid regulations and to ensure that admissions policies are compliant while maintaining high standards and remaining competitive
• Drive a high volume, fast paced, best practice team to deliver excellent customer service standards and meet the expectations of the business at all times
• Lead the setting, review and maintenance of UQ’s international entry requirement standards
• Work with university stakeholders and third party providers to develop continual performance improvements in the use of technology, assessment processes and compliance procedures

Compliance

• Build and maintain strong relationships with government and non-government entities that are key influencers in admissions related areas such as compliance and GTE assessment.
• Oversee and manage closely UQ’s risk mitigation strategies to ensure that we only admit high quality, genuine students
• As the subject matter expert, provide the intelligence regarding shifts and changes in the compliance and GTE assessment areas, alerting the university to any developing risks that may have an impact
• As the international admissions subject matter expert, provide the analysis of shifts in trends and proactively make recommendations for innovation and change where appropriate
• Proactively drive a culture of data-driven decision making and implement analytics and tracking to optimise efficiencies and outcomes

Management
• Manage a team to effectively and efficiently deliver best practice standards and contribute to the University’s internationalisation strategy
• Manage relationships with critical external stakeholders such as the agent network, Home Affairs, Sponsors and QTAC
• Create a service and innovation culture that commits to delivering the best prospective student experience at all times
• Represent International Admissions on relevant working groups and manage projects as directed by the Director, Future Students
• Develop and manage annual budgets, and prioritise activities that align with strategic outcomes
• Work closely with internal stakeholders such as International Marketing and Recruitment, Marketing and Communication, Domestic Admissions, IT Services, the Graduate Research School, Faculties and Schools.
• Manage HR matters for the team ensuring the Director, Future Students is updated on relevant matters.
• This role will require occasional travel as well as flexible hours (after hours and weekends as necessary)
• Undertake other duties as required

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:
  ppl.app.uq.edu.au/content/1.50.01-code-conduct
• Requirements of the Queensland Work Health and Safety legislation and related responsibilities and procedures developed by the University:
  uq.edu.au/ohs/index.html?page=133956
• The adoption of sustainable practices in all work activities, and compliance with associated legislation and related University sustainability responsibilities and procedures: sustainability.uq.edu.au/policies-and-procedures/responsibilities
• 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: ppl.app.uq.edu.au/content/3.30.13-esos-compliance-commitment

The role may require representing UQ at intrastate and interstate events.

Organisational relationships
The position reports to the Director, Future Students, and supervises a team that is focused on the admission of international pathways, undergraduate and postgraduate students. It is part of the Future Students unit that sits within the Deputy Vice-Chancellor External Engagement portfolio.
Selection criteria

Essential

- A postgraduate degree and/or extensive relevant experience. Qualifications in business, marketing, administration or business analytics are desirable or extensive experience in a fast paced administration environment or an equivalent combination of education and experience.
- Knowledge and interpretation of qualification frameworks from major international student source markets
- Strong understanding of IT systems and CRM's and how to use them to effectively support complicated processes and service delivery
- A strong track record in developing and/or improving admissions policies, admissions criteria and associated procedures
- Demonstrated data driven and analytical approach to decision making with the ability to deliver to tight deadlines, changing priorities and to take accountability for decisions
- Ability to trouble shoot and problem solve in a high pressure environment
- Highly effective in management and the ability to drive and implement process change with desired business outcomes
- Able to work independently as well as collaboratively with team members for shared outcomes and results, as well as the ability to lead and inspire teams in a highly competitive environment.
- Demonstrated high level communication and interpersonal skills with the ability to thrive in a performance-focussed culture instilling best practice principles to achieve outcomes.
- Ability to develop and manage budgets and allocate priorities to maximise outcomes.
Why work at UQ?

Vibrant campus locations
Just seven kilometres from Brisbane’s city centre, UQ St Lucia is renowned as one of Australia’s most attractive university campuses.

Bounded by the Brisbane River on three sides, the 114-hectare site provides a perfect study, research and living environment. You will enjoy the best of both worlds: a vibrant campus with the tradition of an established university.

The gracious sandstone architecture, with its hub of cloistered buildings enclosing the National Trust-registered Great Court – along with spacious parklands and lakes – encompass world-class teaching and research facilities, including Queensland’s largest research library, fully equipped laboratories and modern lecture theatres.

A life beyond the office is a big part of university, and UQ is a great place to meet new people and access a wide range of sporting and cultural activities. We also offer world-class sporting facilities, and many cultural activities such as theatre, dances, concerts, movies, debates, barbecues, markets and art exhibitions.

Tenure, salary and benefits
An attractive remuneration package will be negotiated with the successful candidate. Remuneration will be subject to periodic review. The initial appointment will be for a period of five years.

The incumbent is entitled to four weeks annual leave, 10 days personal leave and an additional five days carer’s leave. Other terms and conditions of employment may be negotiated.

Employees of The University of Queensland are eligible for a range of perks and benefits, including:

- Salary packaging through Remserv and Smartsalary
- Corporate Healthcare through UQ’s Corporate Healthcare Provider, Bupa
- Access to the Fitness Passport scheme, as well as UQ Sport’s facilities
- Low-cost car parking options

The University will meet all reasonable removal and establishment expenses. In the case of an interstate or international appointee, an accommodation allowance may be available for a limited period. Details will be negotiated as part of the contract of employment.

How to apply
Applications should include a full curriculum vitae and a statement addressing the selection criteria. Applicants should provide the names and contact details of at least three potential referees. These referees need not be approached in advance, as they will not be contacted without the prior consent of the applicant.
For more than a century, The University of Queensland (UQ) has maintained a global reputation for creating positive change by delivering knowledge leadership for a better world.

UQ ranks among the world’s top universities, as measured by several key independent rankings, including the CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (40), U.S. News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and Times Higher Education World University Rankings (66).

At UQ, we’re changing the way higher education is imagined and experienced. Our students enjoy innovative and flexible learning options, diverse and dynamic partnership opportunities, and an integrated digital and campus learning environment.

More than 53,600 students, including the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students, study across UQ’s three beautiful campuses in South East Queensland at St Lucia, Herston and Gatton. They include more than 18,600 postgraduate and approximately 18,000 international students who contribute to a diverse, supportive and inclusive campus community.

With a strong focus on teaching excellence, having won more national teaching awards than any other Australian university, UQ is committed to providing students with the best opportunities and practical experiences during their time with us, empowering them with transferable knowledge and skills that will prepare them to exceed expectations throughout their careers.

UQ’s 268,000 graduates are an engaged network of global alumni spanning more than 170 countries, and include approximately 14,000 PhDs.

UQ’s six faculties, eight globally recognised research institutes and more than 100 research centres attract an interdisciplinary community of 1500 scientists, social scientists and engineers who champion research excellence and continue UQ’s tradition of research leadership. This is reflected in UQ being awarded more Australian Research Council funding ($25.8 million) for fellowships and awards commencing in 2017 than any other Australian university.

UQ has an outstanding track record in commercialising innovation, with major technologies employed across the globe and gross product sales of more than $15.5 billion.

In 2019, UQ was ranked first in Australia by the prestigious Nature Index tables, and 79th overall in the world.

UQ is one of only three Australian members of the global Universitas 21; a founding member of the Group of Eight (Go8) universities; a member of Universities Australia; and one of only three Australian charter members of the prestigious edX consortium, the world’s leading not-for-profit consortium of massive open online courses (MOOCs).

UQ employs more than 6600 academic and professional staff (full-time equivalent) and has a $1.75 billion annual operating budget.
Governance

The University is governed by a 22-member Senate representing University and community interests. Senate is led by a Chancellor and Deputy Chancellor. The Senate has delegated to the Vice-Chancellor many of its powers under the *University of Queensland Act 1998* to appoint staff, manage and control University affairs and property, and manage and control finances.

uq.edu.au/about/governance

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**Strategic directions**

**OUR VISION**

Knowledge leadership for a better world.
Create change.

**LONG-TERM OBJECTIVES**

1. Transforming our student experience through a flexible, integrated and partnered learning environment
2. Enhancing our high quality research by improving our capacity to collaborate to achieve greater impact
3. Building engaged and strategic partnerships with a broad range of local and global networks
4. Committing to activities that attract, support and retain a diverse and inclusive community of high achieving staff and students
5. Building an agile, responsive and efficient University operation
6. Diversifying our income streams and managing our resources to establish a sustainable financial base

**MEDIUM-TERM STRATEGIC FOCUS AREAS**

1. Transforming our student experience through a flexible, integrated and partnered learning environment
2. Enhancing our high quality research by improving our capacity to collaborate to achieve greater impact
3. Building engaged and strategic partnerships with a broad range of local and global networks
4. Committing to activities that attract, support and retain a diverse and inclusive community of high achieving staff and students
5. Building an agile, responsive and efficient University operation
6. Diversifying our income streams and managing our resources to establish a sustainable financial base

The University of Queensland sets its agenda within a truly global context. It is a university that is connected with the global community, addressing the issues that are impacting on the modern world. UQ’s aim is to attract the best minds of today, and to develop and support the leaders of tomorrow. The University has an ongoing commitment to strengthening its impact and reputation by building greater research capacity and through the delivery of high quality teaching and learning programs.

The 2018–2021 period will be a challenging and exciting time as the University adapts to a rapidly changing environment. Our plan encapsulates a commitment to remaining comprehensive while emphasising the importance of collaboration, diversity and partnered innovation as a critical means of solving complex global challenges.

We will transform our students into game-changing graduates ensuring that they are not only prepared to succeed in their chosen pathway, but will also provide the leadership necessary to create change.
The University of Queensland positively influences society by engaging in the pursuit of excellence through 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.

Transforming students into game-changing graduates through excellent teaching, support, and exposure to world-leading research is a focus of UQ’s Strategic Plan 2018–2021. The world is changing at a breakneck pace, and it is vital that we prepare our students to not only adapt to this change, but also to make a positive impact on society and collectively build a beneficial global legacy. Evidence-based knowledge, the ability to work collaboratively to solve complex problems, and a passion for innovation will be essential attributes for our students, regardless of the exact future shape of society. UQ’s Strategic Plan 2018–2021 focuses on graduate employability, collaboration and diversity and inclusivity.

UQ’s Strategic Plan 2018–2021 is available to download from the following website:
about.uq.edu.au/strategic-plan

Our values

Pursuit of excellence
We strive for excellence, seeking to apply the highest standards to benefit our communities.

Creativity and independent thinking
We welcome new ideas from our staff and students as well as from our alumni and our external partners. We support intellectual freedom, courage and creativity. We encourage the pursuit of innovation and opportunities.

Honesty and accountability
We act with integrity and professionalism and uphold the highest ethical standards. We are committed to transparency and accountability. Our decisions ensure responsible stewardship of the University’s resources, reputation and values. We lead by example in all areas including our approaches to sustainability.

Mutual respect and diversity
We promote diversity in the University community – through our people, ideas and cultures. We create a vibrant, inclusive environment in which ideas flourish and future generations, regardless of background, are empowered. We respect our colleagues and work together for shared success.

Supporting our people
UQ ensures the safety and wellbeing of our people. We create an inclusive and supportive university community in which achievements are celebrated and rewarded. Our people have the opportunity to enrich their lives and pursue their goals.
Leadership capability expectations

The UQ Leadership Framework identifies seven key capabilities that define leadership in the UQ context. The framework aligns with UQ’s strategic direction, and mission, vision and values.

Achieves results and drives accountability
Leaders ensure engagement and performance, and motivate and empower others to achieve results.

Communicates and collaborates with influence
Leaders engage others in open and honest dialogue about important issues and actively seek common interests and goals.

Exemplifies personal credibility and integrity
Leaders strive for personal achievement and are visibly proactive and ethical in their dealings with others.

Fosters learning, inquiry and innovation
Leaders nurture an environment that allows for multiple perspectives and challenges assumptions, and model openness to new ideas.

Purposefully leads change
Leaders initiate and lead change and improvement agendas, modelling behaviour that embraces innovation and change.

Thinks and works strategically
Leaders create and communicate a clear direction for the future, aligned with UQ’s vision.

Values people and builds culture
Leaders create a positive, constructive workplace where people feel connected and valued.
Brisbane is the sunny, sophisticated capital city of Queensland and gateway to its many famous attractions. It is Australia’s third largest city and fastest-growing capital with a population of more than 2.2 million, offering a safe, friendly, multicultural environment. The inner city is characterised by the Brisbane River, parklands, convention facilities, museums, art galleries, a casino, malls, shopping districts and a host of cosmopolitan restaurants and cafés.

Brisbane offers a range of lifestyle benefits including climate, culture, family fun and sport. Residents and visitors can combine art and outdoor adventure in Brisbane, where South Bank’s cultural institutions and restaurants meet riverside gardens and a lagoon. Take a paddle steamer or ferry down the Brisbane River, abseil Kangaroo Point cliffs and bike ride through the City Botanic Gardens. Go for a day trip to Moreton Island, Noosa, the Sunshine Coast or the Gold Coast with just a short drive to each beautiful destination. National Parks, rainforests and attractions such as Australia Zoo, Dreamworld and other theme parks are also a short drive away.

The perfect place to raise a family, Brisbane is one of the safest cities in Australia and boasts a wide range of cultural attractions, numerous theatres, art galleries and a world class museum; the city is dubbed a food and drink lover’s paradise. Brisbane is one of Australia’s most liveable and affordable capital cities. Brisbane enjoys a subtropical climate providing sunny days almost all year round, with enough rainfall to keep the city and suburbs cool and green.

Just an hour south of Brisbane’s CBD is the Gold Coast, where the high rises are built around superb beaches like Surfers Paradise with lively nightlife, international theme parks and designer boutiques. A few hours drive north from Brisbane is the Great Barrier Reef, one of the ‘natural wonders of the world’. As the largest World Heritage Area, it stretches more than 2000 kilometres alongside the coast, and is home to around 1500 species of fish and 350 types of coral. Stradbroke, Moreton and Fraser Islands are also world-famous attractions that are close to Brisbane, and offer some of the largest dunes in the world.

A leader in education
Brisbane has a wide range of high-quality schools at primary and secondary level, religious or non-denominational, single-sex or co-educational, with many offering excellence programs or other specialty features such as the International Baccalaureate. Brisbane also offers some of the greatest learning institutes in Australia, with three major internationally recognised universities on offer. Each of the universities in Brisbane offer a high-quality learning environment with access to some of Australia’s finest institutions covering all areas of study from law and medicine through to business, marketing, tourism, IT and biotechnology. The University of Queensland (UQ) is one of Australia’s leading research and teaching institutes, ranking among the world’s top universities.

Lifestyle
In the heart of Brisbane city, Queen Street Mall is a vibrant shopping and lifestyle precinct and is Australia’s most popular pedestrian mall. Brisbane is also the home for many of Queensland and Australia’s major sporting events in rugby league, rugby union, AFL and cricket.

Brisbane residents have excellent access to healthcare in both public and private sectors, covering hospitals, general practitioners, dentists and other allied healthcare professionals. There are numerous public and private hospitals including the Princess Alexandra Hospital, the Mater Hospital network, The Queensland Children’s Hospital and the Royal Brisbane and Women’s Hospital. Urgent and emergency medical care is readily available to everyone.
Further information

General information on the University is available through the University’s website: uq.edu.au

Other documents which you may wish to refer to include:

- Annual Report: uq.edu.au/about/annual-reports
- Governance: uq.edu.au/about/governance
- Organisation chart: uq.edu.au/about/docs/org-chart.pdf
- Research at UQ: research.uq.edu.au
- UQ Global Strategy: global-strategy.uq.edu.au