POSITION DESCRIPTION

Position Title: Casual Communications Officer
Organisation Unit: Property and Facilities Division
Position Number: NEW
Type of Employment: Casual
Classification: HEW Level 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 (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 $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 Property & Facilities Division (P&F) is responsible for delivering comprehensive facilities operations to the University community by using integrated systems and services to support the University's teaching and learning, research endeavours and strategic objectives. To achieve this, and to further improve the environment in which members of the University community study, work and live, P&F provide a range of services of Campus Operations, Infrastructure and Sustainability, Planning and Property and Project Delivery.

Campus Operations is responsible for operations in the areas of Grounds, Maintenance, Security, Fire Services, Transport Systems, Cleaning, the Gatton Printery, Fleet Services, Furniture, Mail, Store, Asset Performance and Services and Compliance.

Further information about the Property and Facilities Division may be accessed on the Division's web site at http://www.pf.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

DUTY STATEMENT

Primary Purpose of Position

This Communications Officer will support the P&F Division on a broad range of engagement, communication, events and marketing activities. The role is responsible to liaise with relevant university organisational units, external agencies, and staff to ensure that there is consistent branding and a clear communications plan across the P&F Division.

The Communications Officer will effectively manage channels, develop, curate, schedule engaging contact across all platforms in line with UQ promotional expectations providing a professional and targeted approach to P&F stakeholder engagement.

Duties

Duties and responsibilities include, but are not limited to:

Operational Service Delivery Excellence

- Manage Property and Facilities website, intranet and social media sites through developing, reviewing and updating content for various audiences, ensuring compliance with UQ policy and procedures.
• Develop communications plans and manage the implementation to promote P&F’s operations and achievements through websites, newsletters, advertisements and media releases.

• Monitor and report on the effectiveness of each channel of communication and proactively research futuristic solutions.

• Develop communication and notification templates for Property and Facilities staff to engage with staff, internal and external clients.

• Produce, coordinate and distribute marketing materials including posters, screen savers, email banners, program guidelines and brochures relating to P&F and other University events.

• Develop and assist with the preparation of promotional materials for dissemination, and promote and engage in P&F’s projects and events.

• Develop and drive the preparation of educational and informative material to highlight Property and Facilities managed services and operations across all campuses.

• Write regular media releases and staff announcements showcasing key achievements and events across the P&F Division.

• Assist and guide in creating engaging content, write ups for various Property and Facilities units to promote, engage, educate key internal and external stakeholders.

Aligned Leadership and Team Collaboration

• Provide advice, support and assistance to other staff members across the Division with their writing and/or marketing and communications as required.

• Enhance and empower departmental units within Property and Facilities to develop them communication skills by providing training, workshops or handy tips and tools.

Key Stakeholder and Relationship Management

• Maintain effective working relationships with relevant UQ organisational units such as the Office of Marketing and Communications, Student Equity, UQ Faculties and Institutes, Student Services and other units that facilitate initiative building for the P&F Division.

• Contribute to and undertake marketing and communications activities for the P&F Division, in liaison with other internal sections.

• Any other duties as reasonably directed by your supervisor.
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

The position reports to the Customer Service Manager who in turn reports to the Asset Performance and Services Manager.

SELECTION CRITERIA

Essential

- Completion of an undergraduate degree in English/Journalism/Communications or related area with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated writing and editing skills, including a demonstrated ability to write with clarity, accuracy and precision with awareness of cultural differences and political sensitivities
- Excellent proof-reading skills and scrupulous attention to detail.
- Demonstrated organisational and project management skills, including an ability to set, enforce and meet deadlines.
- An understanding of, and demonstrated experience in, systems and new technology used in corporate publications
- Well-developed interpersonal communication, negotiation and relationship building skills and the ability to employ those skills to improve work processes in challenging situations.
- Proficient in Microsoft Office, Drupal, web and desk-top design applications, social media platforms.
- Demonstrated excellent oral, written communication and presentation skills in a client support or instructional role
• Excellent communication skills and ability to communicate effectively with a wide range of stakeholders combined with demonstrated experience working in a complex environment.

• Demonstrated ability to prioritise workload, work independently and consistently meet deadlines to high quality standards.

Desirable

• Demonstrated experience in marketing and communications within the Higher Education sector.

• Experience using Adobe Creative Suite, particularly InDesign, Photoshop, Dreamweaver and Illustrator.

• Demonstrate experience using marketing software (particularly Vision6) and surveying software (particularly Checkbox).

• Experience in producing multimedia material

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 UQ Recruitment on recruitment@uq.edu.au