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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. In 2013, UQ attracted more Australian Research Council funding than any other Australian university or research body.

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 Australian Teaching and Learning Council Awards for Teaching Excellence 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, and a founding member of Universitas 21, an international consortium of leading research-intensive universities. UQ is also the largest university in Queensland.

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 215,000-plus alumni. The University has more than 7,000 academic and professional staff and a $1.6 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.

Organisational Environment

The Institute of Continuing & TESOL Education (UQ-ICTE) is a highly recognised and acknowledged provider of TESOL, Continuing Education and International Development projects and programs both in international and national contexts. UQ-ICTE activity includes the delivery of a wide range of English pathway programs, teacher training and international continuing education programs to more than 6500 international students, teachers, professionals, business personnel and visitors from over 105 countries annually. The Institute’s international development activity is extensive with delivery of more than 500 projects and programs in 80 developing countries throughout the Pacific, South-East Asia, the Indian sub-continent, and Africa. The Institute is involved in online training delivery and offshore training provision across the Institute’s extensive network of government, institutional and corporate partners. Project, course and program delivery is also supported by the provision of test administration, including the IELTS test, and extensive client and student support services.

The Institute is one of three divisions reporting directly to the UQ Deputy Vice-Chancellor (External Engagement) and works in close collaboration with the UQ International Marketing, Recruitment & Admissions (IMR) and UQ Global Engagement (GE) divisions in contributing to the fulfilment of the University’s globalization, internationalisation and continuing education objectives in learning, discovery and engagement.

Information about the Institute may be accessed on the Institute’s website at www.icte.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

The purpose of the Accommodation Officer is to provide a high standard of homestay accommodation placement and associated services for international students and to deliver a model of engagement with students and service providers that embeds the UQ-ICTE Homestay Values.

The role ensures all relevant business processes are undertaken in a way that supports the achievement of a high standard of client service, timeliness and accuracy. UQ-ICTE Student Administration team members contribute to a workplace culture that aims to enhance the student experience.
Duties

Duties and responsibilities include, but are not limited to:

- Placement of students in homestay accommodation and confirmation of placement to homestay providers, students and stakeholders;
- Establish and maintain effective client relationships with multiple stakeholders and resolve issues that may arise between students and hosts;
- Maintain the homestay providers’ database;
- Prepare and submit weekly homestay provider payment schedules;
- Coordinate airport transfers for individual students and group programs;
- Participate in host family events and training sessions;
- Facilitate group programs arrivals and departures (weekends);
- Provide general advice to students on living in Brisbane and local services, and direct students to support services available within the University;
- Any other duties as reasonably directed by the Manager Homestay;
- Share on-call responsibilities outside of office hours with the Manager Homestay.

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;
- 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 2018 and associated legislation, and related responsibilities and procedures developed by the University;
- Staff will be required to work 7.15 hours per day in shifts between the hours of 8:00 am and 6:00 pm and may be required to work extra hours on occasion;
- In accordance with UQ-ICTE policy, Student Administration staff at HEW6 and below are required to wear an UQ-ICTE uniform;
- All staff are expected to treat students and participants, including young learners, with respect and understanding and addressing their concerns at all times and must be familiar with ICTE-UQ’s child and youth policies which support the safety and wellbeing of children and young people in our care.

Organisational Relationships

The position reports to the Manager Homestay.
SELECTION CRITERIA

Essential

- A degree or an associate diploma with at least 2 years subsequent relevant work experience; or an equivalent combination of relevant work experience and/or education/training.

- Highly-developed problem-solving skills which allow the appointee to demonstrate reasoning, judgement and analytical skills in the resolution of sensitive issues, whilst maintaining confidentiality in all matters.

- Experience in the provision of general welfare assistance for international students from a wide variety of cultural backgrounds.

- High standard of both oral and written communication especially in the context of non-English speaking clients.

- Experience with the Microsoft suite of applications and a high level of computer proficiency.

- Strong organisational skills and demonstrated ability to meet deadlines, establish work priorities and follow through to completion while maintaining a high degree of accuracy, with a flexible approach to problem-solving to meet changing requirements.

- Ability to work effectively within a team environment, whilst taking full accountability for the efficient delivery of set tasks within agreed timeframes and to agreed service standards.

- Availability at weekends during peak periods.

Desirable

- Holder of a Blue Card.

- Experience in the provision of all types of student accommodation, particularly homestay accommodation for a large number of students.

The University of Queensland values diversity and social inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au

Applications are also encouraged from women.

This role is a full-time position.