POSITION DESCRIPTION

Position Title: Enquiries Coordinator
Organisation Unit: UQ Graduate School
Position Number: 3041284
Type of Employment: Continuing Full-Time
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 (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). 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 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 $11billion+.

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 UQ Graduate School is one of Australia’s largest postgraduate research training centres and offers students a superior study and research environment. The Graduate School focuses on enriching the quality of academic life for postgraduate research students; producing excellent educational and employment outcomes; maintaining and building on UQ’s high standards of supervision and offering excellent practical research training to prepare students for a variety of careers. Staff within the Graduate School provides additional support across all aspects of the University’s research higher degree training portfolio.

Further information on UQ research is available from the University’s website http://www.uq.edu.au/grad-school/

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available online.

DUTY STATEMENT

Primary Purpose of Position

This position is responsible for providing exceptional customer service for stakeholders of the UQ Graduate School and leading the team who are the central point of contact for all enquiries. This position will also provide support to the PVC (Research Training) and is a key role in ensuring the provision of a high standard of administrative services from the Graduate School and a client focused experience.

Duties

Duties and responsibilities include, but are not limited to:

- Lead the Enquiries Team for the Graduate School, to ensure a consistent, high quality and client focused service.
- Provide high level administrative support to the PVC (Research Training) and Dean, UQ Graduate School, including diary support and communications.
- Oversee administrative tasks of the Enquiries Team to ensure enquiries are responded to in a timely and professional manner, redistributing workloads as required.
- Provide support for travel bookings and data entry for financial transactions.
- Organise conference registrations, travel and accommodation for UQ Graduate School executive staff as required.
- Ensure template responses and procedures are kept up-to-date and fit for purpose, suggesting amendments as required.
• Contribute to process improvement activities, proactively suggesting changes.
• Ensure the team supports other day-to-day requirements including placing orders, coordinating maintenance and repairs and taking meeting room bookings.
• Help provide temporary coverage of the duties of other Graduate School staff in the event of their absence or peak workload demands.
• Other duties within the scope and capacity of the role.

Other
• Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
  o the University’s Code of Conduct
  o 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
  o the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
  o 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 Deputy Director (HDR Governance), UQ Graduate School.
SELECTION CRITERIA

- A degree level qualification with relevant work related experience in the area of customer service and office coordination; or a combination of relevant experience, education and training in a service role.

- Excellent customer service skills and experience in a customer service/enquiry role, with the ability to handle telephone, front counter and email enquiries.

- Extensive experience in providing high level executive support.

- Proven experience in supervising staff and creating a culture of outstanding service.

- High level of written, oral and interpersonal skills, including the ability to effectively liaise with people at all levels of the organisation.

- High level of computer proficiency, especially with Outlook, Excel and Word applications and corporate systems.

- Ability to identify and solve problems, and a strong orientation of the provision of a high level of customer service

- High level organisational skills and the ability to prioritise tasks to ensure that deadlines are met, whilst demonstrating accuracy and strong attention to details.

- Demonstrated ability to adapt to changing needs.

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 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.