POSITION DESCRIPTION

Position Title: Welcome and Induction Project Coordinator
Organisation Unit: Student Affairs
Position Number: 505430
Type of Employment: One year fixed term
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 Deputy Vice-Chancellor (Academic) (DVCA) is a member of The University’s senior executive, and is responsible for the University’s commitment to providing high-quality teaching and learning, and enhancing the UQ student experience.

The Student Services Directorate is part of the Student Affairs Division, which also comprises the Health Service and UQ Student Employability Centre. The Student Employability Centre is custodian of the UQ Student Employability Strategy, and co-ordinates and promotes the distinctive features of the UQ student experience including the ‘UQ Employability Award’, leadership, global mobility and undergraduate research experiences, and provides supports to enable students to translate, articulate and transfer these experiences into the workplace.

The objective of Student Services is to provide a range of services and support functions that enhance the student experience and assist in ensuring student success.

The current initiatives run by Student Services fall into a number of areas:

- Advice Teams | The focus is on enabling student success through providing general and specialist support including accommodation, disability and inclusion, general welfare and international student advice.
- Learning Development Team | The focus is on supporting student success through online, group and one to one initiatives to enhance academic and learning skills for students.
- Counselling Team | The focus is on providing an opportunity for enrolled students to access professional counselling so that they may better develop and fulfil their personal, academic and professional potential.
- Student Experience Team | The focus is on delivering projects that help students make connections and partnerships that enhance their experience at UQ. The work of this team will provide opportunities for students to build a sense of belonging and support within UQ.

Services are delivered across the St. Lucia, Gatton and Herston campuses.

Information about the Directorate may be accessed on the Student Services web site at http://www.uq.edu.au/student-services

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

To plan and deliver a program which facilitates the transition of students to the University environment and encourages them to fully engage in the student experience. Working as part of a team within Student Affairs, this position will develop and deliver student facing initiatives that enhance the student experience for all students at UQ.

Working across UQ and with students and colleagues in all faculties, this position will coordinate, improve and develop new initiatives to enhance the sense of belonging and community networks. By providing opportunities and partnerships across the UQ community, this position will lead the efforts in specific projects within the Student Experience Program and specifically in the Welcome and Induction initiatives.

Duties

Duties and responsibilities include, but are not limited to:

Project coordination

- Design, develop, support, coordinate and evaluate student-facing and sense of belonging initiatives at UQ.
- Recruit, train, support and develop student volunteers as required and assist with the Student Affairs Divisional approach in providing quality opportunities for student volunteers.
- Coordinate community events, meetings and activities for large cohorts of students. This may also be in conjunction with specific faculties as required.
- Analyse data and report on project progress, including changes in scope, timeframes and cost.
- Monitor project budget and expenditure.
- Disseminate project outcomes to relevant stakeholders and report as required to relevant governance committees.

Stakeholder engagement

- Establish and maintain excellent working relationships with internal and external stakeholders.
- Work in partnership with students, staff, alumni, UQU, student clubs and societies to implement projects, including recruitment and training of paid and volunteer students.
- Collaboratively develop processes and guidelines to streamline engagement with current students and other relevant stakeholders.
- Alongside the Student Affairs and Enterprise Communications Teams, contribute to the development and implementation of a social media presence, website and other outreach channels.

Administration

- Provide financial, policy and planning advice, including recommendations to continuously improve the Student Experience Program as a whole.
- Train and supervise support staff and volunteers as required.
- Other duties as instructed by a member of the Student Affairs Leadership Team or reasonably directed by your supervisor
- Contribute to the administration and other teams by assisting with other duties as required
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 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 Service Improvement Manager (Student Experience)

**SELECTION CRITERIA**

**Essential**

- Completion of a degree or diploma level qualification with relevant work related experience or a certificate level qualification with post-certificate relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in designing and coordinating projects to improve the student experience in a higher education environment, particularly in relation to enhancing student belonging and/or employability.
- Ability to develop and implement programs in partnership with and in response to the needs of students.
- Experience working in partnership with a diverse range of students at the undergraduate and/or postgraduate level.
- Enthusiasm to engage effectively with and support young people and people from different cultural backgrounds.
- Strong interpersonal and communication skills, including the ability to liaise with a wide range of stakeholders, particularly students, senior staff and industry.
- Demonstrated planning, analytical and problem-solving skills.
- Experience working with and understanding the needs of people from different cultural backgrounds.
- Excellent interpersonal and communication skills.
- Ability to analyse data, write succinct reports, and accurately integrate information from a variety of sources.
- Strong organisational and time management skills, including the ability to work independently, prioritise own workload and meet deadlines. Ability and willingness to participate and support others as part of a team.
The University of Queensland values diversity and inclusion.

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

Applications are also encouraged from women.