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 13,000 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.

POSITION DESCRIPTION

Position Title: Administrative Assistant (Market Development)
Organisation Unit: UQ-ICTE
Position Number: 3004580
Type of Employment: Full-Time, Continuing
Classification: HEW 4

Administrative Assistant (Market Development) – 20 June 2018
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 will have further success in this area as an important strategic aim going forward.

Organisational Environment

The Institute of Continuing & TESOL Education (UQ-ICTE) was formally established in January 1996, through the amalgamation of the University of Queensland’s TESOL and Continuing Education divisions, which commenced in 1981 and 1983 respectively. The Institute has gained considerable recognition and acknowledgement in the fields of TESOL and Continuing Education both in international and national contexts since the mid/late 1980s. UQ-ICTE is responsible for the development and delivery of a wide range of general, academic, bridging and special purpose English language training courses, English teacher training/professional development courses, and provision of English test administration services. Continuing Education activities provide an extensive and comprehensive range of offerings for international clients and participants in the following streams: customised professional, academic and study abroad programs, industry training and study tours. The Institute also provides and manages a range of program-related services and student/participant support services, e.g. airport reception, homestay accommodation placement, extra-curricular and leisure/cultural activities.

TESOL activities are accredited by TEQSA and are CRICOS registered. UQ-ICTE is an approved IELTS, OET, PTE, Cambridge (TKT) and ACCA test administration centre and an approved teacher training centre. UQ-ICTE is an approved Professional Year Program provider, and is a member centre of the national association English Australia and of the national quality assurance organisation NEAS. More than 6500 international students, teachers, professionals, business personnel and visitors from 40+ countries participate in UQ-ICTE programs on an annual basis.

UQ-ICTE is one of two divisions reporting directly to the UQ Deputy Vice-Chancellor/Vice President (External Engagement). The Institute works in close collaboration with the UQ International division and the Office of the Deputy Vice-Chancellor/Vice President (External Engagement) in contributing to the fulfilment of the University's internationalisation and continuing education objectives in learning, discovery and engagement.

Information about the Institute may be accessed on the Institute’s website at http://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-ug

The University of Queensland Enterprise Agreement outlines the position classification standards for Levels A to E.
DUTY STATEMENT

Primary Purpose of Position

The position of Administrative Assistant (Market Development) is responsible for the administrative support to the Market Development team.

Duties

Duties and responsibilities include, but are not limited to:

• Provide support and assistance to the Market Development team
• Provide assistance to the Institute’s Executive, including the Personal Assistant to the Director as required
• Assist with the coordination of visits including visitor itineraries and liaison with other work areas internal and external to UQ-ICTE
• Provide support in relation to international marketing activities including booking of exhibitions, coordination of freight, travel bookings, itineraries, schedules, gifts, exhibition stands and materials
• Assist with the maintenance of the UQ-ICTE website
• Provide support to the Market Development team to prepare program proposals, program evaluation summaries, reports statistics, group visits reports, PowerPoint presentations, country briefs and other documents
• Assist with the preparation and distribution of newsletters and other forms of client communication
• Provide support for UQ-ICTE’s offshore representative network including preparation and maintenance of the UQ-ICTE representative agreements, agent information manual and the coordination of standard replies to agency enquires
• Develop and maintain various databases including key clients, visitors, business proposals, agents and gift registers
• Undertake market research as required for the development of strategies, country profile and evaluations, monitoring of market related activities and outcomes
• Development and maintenance of alumni registers and newsletters, including teacher training programs and study tours
• Maintenance of files, electronic diaries and other activity schedules
• Any other duties as reasonably directed by your supervisor
• Wearing an UQ-ICTE provided corporate uniform is a requirement of this position

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 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

Organisational Relationships
The position reports to the Manager, Market Development.

SELECTION CRITERIA

Qualifications
Essential
• Completion of an associate diploma level qualification with relevant work experience or a certificate level qualification with post certificate relevant work experience or an equivalent combination of relevant experience and/or education/training

Knowledge and Skills
Essential
• Excellent written and oral communication skills
• Ability to exercise initiative and judgement and to work both independently and part of a team
• Ability to work under pressure
• Excellent organisational skills and the ability to prioritise
Desirable
• Ability to liaise with international students, clients and visitors

Experience
Essential
• Experience with written and oral communications
• Experience in working independently and as part of a team
• Experience in using, developing and maintaining databases and the operation of the Microsoft office suite of programs

Personal Qualities
Essential
• Strong work ethic and ability to work collaboratively with colleagues.
• Professional presentation to students, clients and visitors
• An understanding of cross cultural communications in the field of international education

The University of Queensland is committed to equity, diversity and inclusion.