

POSITION DESCRIPTION

Position Title:	Student Experience Officer
Organisation Unit:	Faculty of Science
Position Number:	3074814
Type of Employment:	Full Time, Fixed Term until 31 December 2021
Classification:	HEW Level 5

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 units within the Faculty of Science are internationally recognised and their teaching and research successes create a stimulating environment within which the Faculty staff work. The Faculty is managed by the Executive Dean, who has direct responsibility for the physical, financial and human resources, academic matters relating to programs and students, and a range of other areas such as the development of research, national and international marketing, and enhanced government, business and community links.

The Faculty of Science unites the disciplines of agriculture and animals, biomedical and biological sciences, chemistry, earth sciences, food sciences, geography, marine science, mathematics and physics, planning, the environment and veterinary science.

With strong links between the enabling and applied sciences, UQ is ranked among Australia's top three research universities for the impact of its ground-breaking projects, addressing today's global challenges of sustainable energy production, feeding a growing world population, maintaining health and well-being, and managing the impact of climate change on our environment. The units within the Faculty of Science are internationally recognised and their teaching and research successes create a stimulating environment within which the Faculty staff work.

Information about the Faculty and the School may be accessed on the Faculty's web site at <http://www.science.uq.edu.au/>.

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

The position works within the Faculty of Science in the Student Experience team. The primary purpose of this position is to deliver projects that have a focus on enhancing the student experience.

Duties

Duties and responsibilities include, but are not limited to:

- Plan and coordinate Student Experience events and programs.
- Communicate with current and commencing students in an accurate, timely and engaging manner through email, social media, phone calls and in-person.
- Coordinate with staff across the university to share and promote student opportunities.
- Keep accurate records and report on Student Experience activities.
- Participate in relevant committees and communities of practice as identified by the Student Experience Coordinator.
- Contribute to the review and development of student experience initiatives.
- Other duties as directed by the Student Experience Coordinator.

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 Student Experience Coordinator, Faculty of Science.

Location and Travel

While this position is primarily based at the St Lucia campus, travel to Gatton and other Faculty locations will be required.

SELECTION CRITERIA

- An undergraduate degree in a relevant area or an equivalent combination of experience and/or education/training.
- Demonstrated project coordination skills with experience in the planning and delivery of events, and the ability to manage multiple projects at one time.
- Ability to work with diverse student cohorts.
- High level written and verbal communication skills to confidently communicate with stakeholders including students, senior staff and other contacts.
- Strong organisational skills and demonstrated ability to prioritise own workload, meet deadlines and work with a high level of accuracy and attention to detail.
- Ability to take initiative, as well as work cooperatively and collaboratively.
- Ability to analyse data, develop reports, draft documents and integrate information from a variety of sources in an accurate and timely manner.
- High level of computer literacy, including the ability to learn new programs quickly.

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.