POSITION DESCRIPTION

Position Title: Future Students Contact Officer (FSCC)
Organisation Unit: Future Students Contact Centre
                   Future Students Australia (FSA)
Position Number:  3029853
Type of Employment: Full Time, Fixed Term
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 Future Students Contact Centre (FSCC) sits under Future Students Australia (FSA). The FSCC is responsible for providing outstanding service, advice to prospective students and other stakeholders on a broad range of university topics from first enquiry through to a formal offer from the University. The FSCC provides a first point of contact for prospective domestic student enquiries. Contact points include email, phone (both in-and out-bound), online chats and call back bookings. The FSCC is also responsible for domestic Campus Shuttle Tours on the St Lucia campus.

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 primary purpose of the position is to provide timely and highly accurate advice to prospective students, parents and a variety of stakeholders. The position offers information and resolutions to prospective enquiries whilst also supporting areas of the university and acting as a first point of contact to reduce the need for referral.

The position relies on building partnerships with UQ Faculties, UQ Schools, prospective parents, other UQ organisational units and stakeholders to support the organisation, coordination and facilitation of engagement events with prospective students.

This role may require work or travel to participate in FSCC engagement events/activities, which occur in the evening or weekends.

The role will also require the operation of a shuttle cart to conduct campus tours. All applicants must have a current open driver’s license. The successful applicant must also be willing to be flexible, working outside of normal working hours throughout the year.

Duties

Duties and responsibilities include, but are not limited to:

- Provide advice and information to prospective students related to admission and enrolment requirements at The University of Queensland. This includes:
  - Program pathways such as bridging and upgrading for entry requirements to UQ, program content and course information, eligibility to enrol, fee charges, transition from secondary school study and/or work to university, the first-year
experience and adapting to university studies, including those faced by students from diverse backgrounds.

- Market, implement and provide information regarding the St Lucia Campus Shuttle Tours, UQ activities, accommodation, admission, UQ events and services

- Adhere to systems, protocols and procedures to facilitate effective communication with prospective students, ensuring timely access to accurate information and advice in response to prospective student enquiries

- Maintain best practice systems and procedures to facilitate the efficient and effective administration across the team; including managing stakeholder feedback, recording informative and concise case notes contributing to the continuous improvement of FSCC processes and services

- Refer complex enquiries to the appropriate areas of the university using phone, email and the Customer Relationship Management (CRM) systems

- Coordinate and deliver events aimed at prospective students and their influencers to showcase UQ

- Safely and conscientiously, conduct Campus Shuttle Tours and specialty tours for prospective students who are visiting the St Lucia Campus

- Identify opportunities to design and implement strategies that build strong relationships with broader UQ and other stakeholders

- Contribute to the production and promotion of communication materials that supports the work of the team and those it is associated with (online and published)

- Other duties as directed by the supervisor

**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 Team Leader, Future Students Contact Centre.
SELECTION CRITERIA

- Completion of a relevant degree, or an equivalent combination of relevant experience and/or education/training
- Knowledge of key university policy and procedures affecting students, or demonstrated ability to rapidly acquire and apply such knowledge
- Excellent oral, written and interpersonal skills including the ability to communicate effectively with diverse groups of people from within and outside the university
- Excellent planning and time management skills with a high level of attention to detail and the ability to prioritise own workload to meet deadlines
- Demonstrated ability to work autonomously and cohesively as part of a team possessing initiative and innovative thinking to problem solve
- Committed and enthusiastic in delivering excellent customer service in high pressure situations
- Experience in the use of a wide range of computer applications particularly Microsoft Word, PowerPoint and Excel or the demonstrated ability to rapidly acquire and apply such knowledge, to access and interpret data held in UQ systems such as SI-Net, Customer Relationship Management Systems and other databases as required.
- Have a current open driver’s license and the ability to safely and conscientiously operate a shuttle cart for tour purposes
- Be eligible for a Queensland Blue Card

Desirable

- Experience in the higher education sector

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.