POSITION DESCRIPTION

Position Title: Project Coordinator, Volunteering
Organisation Unit: Student Services
Position Number:
Type of Employment: Full Time, Fixed Term Until December 2019
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 Performance Ranking of Scientific Papers for World Universities (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index; and secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

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 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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 $11 billion+ (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 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 Affairs Division, comprises of, Student Services, 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 & Engagement Teams** | 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

Working in partnership with the Project Coordinators for Student Representatives and Student Mentoring and key internal stakeholders, this position will develop and maximise volunteering / mentoring opportunities for students.

Student Services offers over 1000 volunteering opportunities for students. These opportunities are designed to enhance the volunteers own sense of belonging, employability and enjoyment of UQ, while delivering support and engagement for other members of the UQ student community. This position will increase engagement and support from and for the various mentoring and volunteering initiatives that UQ offers for students within the UQ community. This will be done through a collaborative approach with volunteer program leaders and supporting the recruitment, training and recognition of students that participate in volunteering for the UQ Community.

This position will steer development of a coordinated web presence that streamlines student access to mentoring/volunteering opportunities, programs, recruitment, training and resources.

This position will also develop in collaboration relevant procedures, guidelines, KPIs and reporting systems to ensure the success and continuous improvement of the program.

Duties

Duties and responsibilities include, but are not limited to:

1. In collaboration with the Project Coordinators in the Student Engagement activities, plan, develop, and implement an approach that enables and supports students to positively impact their own engagement in UQ, focussing on programs that impact positively on the experience of the wider UQ Community.
2. Coordinate a ‘one-UQ’ approach to volunteering for current students.
3. Act as primary point of contact for internal stakeholders wishing to engage students in volunteering activities
4. Act as primary point of contact, in collaboration with the Director, Student Employability for external stakeholders wishing to engage students in volunteering activities
5. Work in partnership with relevant stakeholders to ensure volunteering engagement activities are well communicated, supported and are in line with other relevant UQ strategic objectives and programs/projects
6. Work in partnership with UQ Volunteering to coordinate the recruitment, training and ongoing support including professional development opportunities and reward and recognition, for student volunteers, mentors and partners
7. Develop training and professional development resources for student partners and support the other members of the Student Engagement Team in the development of staff partner resources
8. Manage content for relevant web pages, develop resources to support student engagement and support efforts to create a network or Community of Practice for volunteer programs across UQ.
9. Assist in the identification and development of appropriate data sources and analysis options to support the promotion of volunteering opportunities, providing reports and recommendations as required.
10. Develop suite of key performance indicators that facilitate the review of success and impact of projects against key deliverables

11. In collaboration with the Student Affairs Events Team, assist with the organisation and delivery of a range of events for student volunteering.

12. Assist the Student Affairs Leadership Team in any reasonable request as required.

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 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 and Engagement in the Student Services Division

SELECTION CRITERIA

Essential
- Completion of an undergraduate degree, or an equivalent combination of at least three- four years relevant experience and/or education/training.

- Demonstrated excellent interpersonal and communication skills, including an ability to negotiate, provide advice to and liaise with a wide range of clients and stakeholders including students, academic and professional staff and other contacts.

- Experience in the development and delivery of projects and initiatives designed to improve the student experience within a higher education environment.

- Self-motivated and have excellent organisational / time management skills with the ability to prioritise own workload, work independently and meet deadlines.

- The ability to analyse data, develop reports, draft documents and integrate information from a variety of sources accurately and timely.

- Demonstrable experience in use of customer relationship management systems (CRM), preferably StudentHub, and a commitment to continuous improvement.

- Knowledge of the University’s structure as well as an understanding of policies, procedures, systems and practices in higher education or the ability to rapidly acquire this knowledge.
Desirable

- Awareness of issues related to the student experience, retention, and employability within higher education nationally.

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.