POSITION DESCRIPTION

Job Title: Engagement Assistant

Organisation Unit: Faculty of Science

Position Number: 3026347

Type of Employment: Fixed-term, full-time for 10 months

Classification: Broadband HEW Level 4 - 5

Location: Gatton

BACKGROUND

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 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, 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 12,000 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.

Organisational Environment

The Faculty of Science is one of the largest Science groupings in Australia, with approximately 1100 (equivalent full-time) staff, and about 7500 (equivalent full-time) students. The Faculty unites the disciplines of agriculture and animals, biomedical and biological sciences, chemistry, earth sciences, food sciences, geography, marine science, maths and physics, planning, the environment and veterinary science.

With strong links between the enabling and applied sciences, UQ researchers and graduates are working on a wide range of groundbreaking projects from the molecular characterisation of drug resistant bacteria that affect piglets through to finding better treatments for illness and rehabilitation of the 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.

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

Information for Prospective Staff

Information can be found at https://www.uq.edu.au/uqjobs.

DUTY STATEMENT

Primary Purpose of Position

The Engagement Assistant provides support to the Faculty’s engagement priorities through the coordination of events, promotions and communications associated with marketing, student recruitment and retention, alumni, and community engagement activities. The position is based at the Gatton campus, however travel to the St Lucia campus, Brisbane CBD and other locations will be necessary from time to time.

Duties

**HEW 4**
- Develop a strong working relationship with School, Faculty and Campus staff and maintain a high level knowledge of teaching and research activities as they pertain to engagement

**HEW 5**
- Develop a strong working relationship with School, Faculty and Campus staff and maintain a high level knowledge of teaching and research activities as they pertain to engagement
- Provide support for event coordination and delivery including booking rooms, arranging catering, preparing nametags, room set-up and guest registration.
- Manage bookings and undertake campus tours for prospective students, alumni and community members.
- Liaise with key stakeholders to coordinate participation in specific campus, Faculty or UQ events including Orientation, Open Days, TSXPO, workshops, lectures and community activities.
- Liaise with prospective, current and past students with regard to events, testimonials, photographs, and identify relevant content for media releases, news items and social media.
- Assist in design and production of publications, web banners, and other promotional materials using design software, or by preparing briefs and liaising with external designers.
- Assist in maintenance of websites as required.
- Represent the Faculty at engagement events as needed, which may require attending events outside normal working hours.

- Coordinate events and promotional activities including liaising with internal and external stakeholders, arranging catering, preparing nametags, room set-up and guest registration and associated promotions.
- Manage bookings and undertake campus tours for prospective students, alumni and community members.
- Liaise with with key stakeholders to coordinate participation in specific campus, Faculty or UQ events including Orientation, Open Days, TSXPO, workshops, lectures and community activities.
- Liaise with prospective, current and past students with regard to events, testimonials, photographs and identify relevant content for media releases, news items and social media.
- Prepare and distribute social media content as relevant.
- Design and produce publications, web banners, and other promotional materials using design software, or by preparing briefs and liaising with external designers.
- Liaise with staff in the Faculty and School Academic Offices to ensure that promotional material referring to program and course information is accurate.
- Maintain and proactively update websites.
- Represent the Faculty at engagement events as needed, which may require attending events outside normal working hours.

**Other**

- Comply with the University’s Code of Conduct (see the University’s web site at [http://www.uq.edu.au/hupp/?page=24987](http://www.uq.edu.au/hupp/?page=24987))
- Comply with requirements of Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or School. (see the University’s web site at [http://www.uq.edu.au/ohs/index.html?page=133956](http://www.uq.edu.au/ohs/index.html?page=133956))
- Adopt sustainable practices in all work activities and comply with associated legislation and related sustainability responsibilities and procedures developed by the University (see the University’s web site at [http://www.uq.edu.au/sustainability/responsibilities](http://www.uq.edu.au/sustainability/responsibilities))
**Reporting Relationships**

This position reports to the Manager, Engagement (Outreach & Student Experience) with a day-to-day reporting line to Assistant Manager, Engagement (Gatton).

**SELECTION CRITERIA**

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<th>HEW4</th>
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<td><strong>Essential</strong></td>
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<td>- Completion of post-secondary Certificate or Diploma, with relevant experience: or equivalent experience or combination of relevant experience and educational/training.</td>
<td>- Bachelor degree in a relevant field; or an equivalent combination of relevant experience and/or education/training.</td>
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<td>- Strong verbal and written communication skills.</td>
<td>- Demonstrated capacity and commitment to work in a team environment and in a culturally sensitive manner with people from a variety of professional and cultural backgrounds.</td>
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<td>- Commitment to professionalism, with a strong work ethic and ability to work cooperatively as a team member.</td>
<td>- Advanced computer literacy skills across the Microsoft Office suite of programs and competency in specialist software programs such as Vision6, InDesign, Drupal.</td>
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<tr>
<td>- Strong computer literacy skills across the Microsoft suite of applications, and the ability to gain competency in specialist programs such as Vision6, InDesign, Drupal.</td>
<td>- Strong organisational and planning skills, with the ability to work to deadlines and under pressure, to establish priorities, and to work across multidisciplinary teams.</td>
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<td>- Ability to prioritise work, maintain accuracy, work under pressure and meet deadlines.</td>
<td>- High level interpersonal and communication skills and the ability to interact with University staff at all levels and clients with cross-cultural differences.</td>
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<td>- High level interpersonal and communication skills and the ability to interact with University staff at all levels and clients with cross-cultural differences.</td>
<td>- Demonstrated experience in managing complex events and delivering a range of marketing activities.</td>
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<td>- An understanding of event management and marketing techniques.</td>
<td>- Ability to solve problems or exercise judgement about when to liaise with others to develop solutions.</td>
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**Desirable**

- Experience in a busy engagement or marketing environment.
- Experience with specialist software applications such as InDesign, Drupal and Vision6 or the ability to rapidly acquire this knowledge.
- An understanding of student recruitment and marketing in the tertiary education sector.
Progression to HEW5

For progression to a HEW5, a staff member must meet the competencies outlined in the HEW5 selection criteria, which will be determined via achievement of objectives, set during the annual recognition and development (R&D) process.

Particular reference will be made to staff members demonstrating competencies in the following areas:

- Acquire on-the-job experience to demonstrate a high level of competence in managing complex events
- Demonstrated advanced communications skills; specifically in providing service to the ‘client’ school/s.
- Demonstrated ability to analyse a problem and define an effective solution
- Demonstrated ability to use initiative in analysing requirements and to provide significant input into development of creative strategies
- Demonstrated ability to prioritise workloads and manage time effectively to increase output
- Demonstrated experience in contributing to successful outcomes on assigned projects.

A staff member must complete relevant training as discussed with the Manager, Engagement. Training may include:

- Customer Service Advanced Communication Skills (UQ Staff Development)
- How to deal with difficult people phone and face to face (UQ Staff Development)
- Managing time (UQ Staff Development)
- Presentation skills (UQ Staff Development)
- Representing UQ at Open Day, TSXPO and events (UQ Staff Development)
- UQ Drupal training – to intermediate level
- Specialist software training in Vision6 and InDesign (external course offerings)