POSITION DESCRIPTION

Position Title: Protocol Officer
Organisation Unit: Office of Marketing and Communications
Position Number: 3027542
Type of Employment: Full-time, fixed term
Classification: Hew Level 6

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 (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

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 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 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+ (see http://uniquest.com.au/our-track-record).

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 Office of Marketing and Communications (OMC) enhances the success of the University by providing a central marketing and communications service. The highly professional OMC team is responsible for the University’s central marketing strategy, events and protocol, corporate communications and publications, media liaison, brand management, advertising and web development.

OMC also liaises with Executive staff, senior Faculty and Institute staff, marketing and communications officers in faculties, centres and administration divisions across the University. The Office has responsibilities across the span of University campuses and operations, nationally and internationally, with staff skilled in marketing, communications, web development and design. Career progression and staff development are key elements of the work environment, in which achievement is recognised and rewarded.

Information about the Office of Marketing and Communications may be accessed on the Office’s web site at http://www.uq.edu/omc.

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

To plan and implement University functions and events that enhance the reputation of The University of Queensland. These include events such as Vice-Chancellor functions, building openings, VIP visits and domestic graduations in addition to providing advice to University staff on protocol matters.

Duties

Duties and responsibilities include, but are not limited to:

Events/Marketing

- To provide professional event management support and advice to the Office of the Vice-Chancellor and UQ staff on the planning and management of key University events and official visits.

- Plan, organise and implement special events and external relations activities (e.g. building openings, Senate meetings, significant ceremonies, award activities and receptions) reporting on all event deliverables, including gathering feedback on effectiveness and value.
• Coordinate arrangements for visits to the University by Regal and Vice-Regal representatives, Federal and State ministers, visiting national and international VIPs including foreign ministerial delegations, Presidents of universities, research institutes and corporations.

• Plan, organise and implement all ceremonial and hospitality aspects of the University’s annual domestic graduations ceremonies at the St Lucia and Gatton campuses and other venues as required from time to time.

• Liaise with University Executive, Senate members, Government House, the Premier’s Department, Federal and State ministerial offices, Protocol Queensland and diplomatic representatives in the organisation and coordination of such events.

• Undertake detailed planning and organisation of University functions including site selection, guest lists, invitations and programs, catering, visitor reception, audio-visual requirements, seating and general observance of protocol.

• Establish effective communications and relationships within OMC and other internal departments to ensure the smooth running of events in a very busy environment.

• Book, negotiate and supervise suppliers/contractors and maintain effective working relationships.

• Provide advice to University representatives and members of the wider community (on request), to ensure that correct protocol is observed.

• Assist in the sourcing of an appropriate range of VIP gifts.

• Assist and support the team through teamwork at every opportunity.

• Complete tasks and responsibilities in a timely manner, meeting deadlines and prioritising own workload.

• Assist to maintain a Protocol and OMC presence at the UQ Gatton and UQ Herston campuses to build the respective campus profiles through functions and visits.

Finance
• Manage all events related expenses and budgets in consultation with the Protocol Manager and Senior Protocol Officer, ensuring budgets are adhered to and best practice maintained at all times.

Administration
• Draft correspondence on behalf of the Manager, for the Vice-Chancellor’s office.

• Compile and maintain accurate databases.

• Conduct risk assessments for all events.

Other
• Comply with the University’s Code of Conduct (see the University’s web site at 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. (see the University’s web site at 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)
**Reporting Relationships**
This position reports to the Protocol Manager, Office of Marketing and Communications.

**SELECTION CRITERIA**

*Essential*

- A degree in event management/marketing/public relations or related area plus experience in event and protocol management OR an equivalent combination of education/training and/or experience is required.
- Sound knowledge of the use of official protocol and business/social etiquette.
- Knowledge of University structure and campuses.
- High level organisational skills and the ability to prioritise and meet deadlines whilst demonstrating accuracy and strong attention to detail.
- Excellent oral and written communications skills with a displayed knowledge of administrative procedures, systems and databases.
- High level computer literacy (Microsoft Office, Adobe Creative Suite, Vision 6 and Outlook).
- Demonstrated experience in event management, including planning, administration, budgeting and liaising with internal and external stakeholders.
- Demonstrated interpersonal skills with the ability to liaise and interact with people within your team, within the University as well as external to the University at all levels in a professional manner including senior University officers, staff of Government House, Commonwealth and State ministerial offices.
- Self-motivated and the ability to work independently and as a team member.
- Well-developed qualities of tact, diplomacy, discretion and confidentiality.
- Demonstrated initiative and leadership in finding and implementing solutions to problems.

*Desirable*

- The Raiser’s Edge or similar database experience.
- A current Queensland driver’s licence.

The University of Queensland values diversity and social inclusion.

Employment opportunities are not limited by race, ethnicity, religion, disability, age, sexuality, gender or other protected attributes. Applications are encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au