POSITION DESCRIPTION

Position Title: Outreach Program Officer
Organisation Unit: Office of Domestic Student Recruitment
Position Number: 3025656
Type of Employment: Full-time, Continuing
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 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 $11billion+ (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 Office of Domestic Student Recruitment has an important mandate for attracting the best academically inclined students from throughout Queensland and Australia. At the strategic level, the Office is responsible for student recruitment, engagement with high schools and providing strategic insights in relation to trends, competitive practices and market perceptions. The Office of Domestic Student Recruitment is also responsible for managing programs aimed at increasing the tertiary aspirations of students from low socio-economic backgrounds.

The Office of Domestic Student Recruitment comprises six general staff members headed by a Manager who reports to the Director, Office of Domestic Student Recruitment. Broadly, the Team is responsible for administering the UQ Young Achievers Program (UQYAP) and the Outreach Program, which delivers general aspiration-building and outreach work among schools, prospective students and families.

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 provide administrative, organisational and event planning assistance for the University’s School Outreach Program and assist in the implementation and face-to-face delivery of outreach activities to target schools. Under Queensland’s Widening Participation Agreement, such activities aim to facilitate the goal of increasing the tertiary aspirations of selected equity groups, principally, secondary school students from low socio-economic backgrounds. The position is based at the St Lucia campus and involves regular travel to schools in the Ipswich & Lockyer Valley region as well as UQ’s Gatton campus. The Outreach Program Officer supports the Outreach Program Coordinator and Manager, UQ Young Achiever & Outreach Programs.

Duties

Duties and responsibilities include, but are not limited to:

- Organise all logistical aspects of on-and off-campus outreach program activities and events including venue/site selection and bookings, transport, preparation of briefing materials and run sheets, preparation of materials/resources to be used for activities and catering and photography (where required).

- Participate in the delivery of UQ’s Outreach Program to designated cohorts of secondary school students within target schools. This will involve delivering oral presentations and facilitating a range of workshops and on-campus experiences.
• Coordinate general administrative tasks to support Outreach Program activities, including data entry, mail-outs, maintenance of databases, acquisition and maintenance of merchandise and resource stocks and collation of student forms.

• Build relationships with a variety of internal stakeholders to ensure the effective delivery of the UQ Outreach Program, including UQ faculties, schools and units and Student Ambassadors.

• Build relationships with key influencers in partnering schools to enhance the reach of the UQ Outreach Program.

• In collaboration with the Outreach Program Coordinator, administer all aspects of the Outreach Student Ambassador Program, including rostering, selection, training and maintenance of casual staff appointments as well as coordinate project teams.

• Contribute to the development or update of Program activities including presentations, workshops, and on-campus activities.

• Contribute to the development of communication materials to support the delivery of Outreach activities, including information booklets, worksheets and PowerPoint presentations.

• Provide high level administration and logistical support for the UQYAP and Outreach Team.

• Work collaboratively within OPSSE to ensure that the objectives of the Office are achieved to the highest level.

• Organise, attend and/or undertake recruitment events, including school visits/expos, campus tours, showcases and career markets where appropriate and particularly in UQ’s Outreach Schools.

• Ability to work across the Office of Domestic Student Recruitment suite of programs and activities.

• Other duties as required.

Note:
The preferred candidate must:
  o Be the holder of a Queensland Government Blue Card or have the ability to attain one.
  o Possess an open driver’s licence with an excellent driving record.
  o Be able to work flexible hours, including evenings and weekends.
  o Be able to travel as required.

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

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• 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 Outreach Program Coordinator.
SELECTION CRITERIA

**Essential**

- Completion of an undergraduate degree (preferably in humanities, communications, education or social work) with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training
- High level administrative and organisational skills including the ability to monitor work processes, assess operational needs, set priorities and meet deadlines
- Demonstrated experience in planning and organising small to medium-scale events
- Excellent oral and written communication skills including the ability to communicate effectively with clients by telephone, email and in person
- Excellent interpersonal and customer service skills
- Demonstrated public speaking/presentation skills and experience
- Well-developed numeracy and written communication skills including the ability to draft and compile content for emails, reports and activity resources
- Demonstrated ability to maintain calm and produce accurate work under pressure
- High level computer literacy in the Microsoft Office suite of programs, particularly Word, Excel and PowerPoint with the ability to produce professionally presented documents
- Demonstrated experience of working effectively in a busy office environment with competing priorities
- Demonstrated experience of effective teamwork and ability to work under minimal direct supervision
- High level of accuracy and attention to detail
- High-level interpersonal, relationship management and negotiation skills
- Demonstrated commitment to the provision of a high level of customer service
- Ability to relate to young people

**Desirable**

- Sound working knowledge of the University and/or Queensland secondary school environments
- An understanding of the challenges facing students from low socio-economic and Indigenous backgrounds in accessing tertiary education
- Experience working with secondary school students from equity backgrounds, including low socio-economic, Aboriginal and Torres Strait Islander students and Pacific Island students
- Demonstrated experience working with young people from Year 7 onwards

The University of Queensland values diversity and inclusion.