POSITION DESCRIPTION

Position Title: Project Coordinator
Organisation Unit: Student Services
Position Number: 3005463
Type of Employment: Full time continuing
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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). 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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 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 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 Services Directorate is part of the Student Affairs Division, which also comprises 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 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-ug

DUTY STATEMENT

Primary Purpose of Position
The Project Coordinator will be responsible for implementing and providing support for a range of service improvement projects, working with a Service Improvement manager to identify and transform services or processes to enhance the student experience. Projects may vary in length from a week to many months. The position will also provide operational support for service delivery.

**Duties**

Duties and responsibilities of the Project Coordinator include, but are not limited to:

1. Work with the Service Improvement Manager to identify services or processes that can be transformed to enhance the student experience;
2. Analyse current services, processes and products to identify possible improvements;
3. Document current processes including resources;
4. Identify project requirements and scope;
5. Develop business cases and project plans;
6. Draft procedures and training materials;
7. Identify project related risks and benefits;
8. Implement small to medium sized projects;
9. Interact and build relationships with stakeholders across the university and externally;
10. Conduct market research to determine satisfaction with services;
11. Provide operational support for service delivery including analysis, investigation and resolution of day-to-day issues; and
12. Any other duties as reasonably directed by your 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 Service Improvement Manager within Student Services.

**SELECTION CRITERIA**

**Essential**

1. A degree with at least four years subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated project experience and skills.
3. Demonstrated high level oral and written communications skills including the ability to write business cases and project documents, provide advice and negotiate to achieve desired outcomes.

4. Excellent problem-solving and analytical skills and an ability to be adaptive and innovative in developing and pursuing solutions.

5. Excellent time management skills with the ability to manage competing priorities while still meeting deadlines and maintaining attention to detail and accuracy.

6. Strong interpersonal skills, including the ability to work collaboratively with colleagues and other internal and external stakeholders.

7. Proficiency in relevant technologies, including MS Office Suite, and the capacity to identify and implement new technologies if required.

**Desirable**


2. Knowledge of issues related to the student experience within higher education nationally and internationally.

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 (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.