POSITION DESCRIPTION

Position Title: Industry Engagement Coordinator – Graduate Management
Organisation Unit: Business School
Position Number: 3029110
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 (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). 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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 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+.

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 Business School’s mission is to cultivate courageous thinkers who empower future leaders to positively transform business and society.

The team of professional staff working at the Business School prides itself on its collegial approach to working with all staff and students at the School, Faculty and University level. The individual staff members are highly motivated, accomplished and dedicated to providing a high level of service and favourable outcomes to all clients and stakeholders. If you join this team, you will be working in a supportive environment where personal and professional development are encouraged, and you will be given every opportunity to excel.

Information about the Business School may be accessed on the School's website at www.business.uq.edu.au.

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

The Industry Engagement Coordinator is responsible for general support of the Executive Education Industry Engagement Team within the Graduate Management Discipline portfolio. The incumbent will play a key role in providing project coordination and administration support to the team, as well as building and maintaining effective client relationships. The incumbent is an active member of the Business School and assists in promoting and cross selling other Graduate Management and Business School activities.

Duties

Duties and responsibilities include, but are not limited to:

- Deliver seamless end-to-end services across the Executive Education Industry Engagement Team within the Graduate Management Discipline portfolio including financial reconciliations and reporting for custom courses; client and facilitator contract coordination; travel coordination for the GMD Discipline Lead and Director, Executive Education; and client and project coordination as specified by the team leader
• Under the direction of the team leader, coordinate discrete projects to grow and diversify the Executive Education product suite, including developing and working to project timelines and tasks, stakeholder liaison, reporting and reconciliation, and deployment

• Liaise and coordinate with internal teams to ensure a consistent approach to contract and financial management, including client and facilitator contract execution, budget planning and reconciliation and reporting on custom client courses and programs, and working with BEL Finance to ensure seamless processing of supplier payments and client invoicing

• Optimise the client experience across the portfolio through process improvement measures relating to the administration and onboarding process of custom clients

• Contribute to the promotion and profiling of the Business School among industry both within Queensland, nationally and internationally, and to play a role in increasing external revenue. Work collaboratively with team members to ensure a consistent approach and smooth handover of clients following onboarding to the Graduate Management Client Services Team

• Model and lead behaviours that are consistent with UQ Values and Behaviours.

• 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:
  o the University’s Code of Conduct
  o 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
  o the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures
  o 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 Director, Executive Education and has no direct reports.
SELECTION CRITERIA

- An undergraduate degree in Business, Marketing or similar field with relevant work experience in Higher Education admission and advisory services, or an equivalent combination of relevant experience and/or education/training
- Demonstrated experience coordinating and supporting project teams whilst maintaining effective client relationships
- High level communication skills including the ability to develop rapport, effectively promote services, and influence key stakeholders including students, academics and industry partners
- Demonstrated focus on continuous improvement, and a commitment to service excellence
- Demonstrated stakeholder expectation management experience as part of a sales, marketing or admissions process within a policy driven environment, and
- Sound understanding of the Higher Education sector and Executive Education, or an ability to rapidly acquire such knowledge.

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.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to Recruitment Services (recruitment@uq.edu.au).