POSITION DESCRIPTION

Position Title: Administrative Assistant (Extension Studies International)
Organisation Unit: Institute of Continuing & TESOL Education
Position Number: 3009926
Type of Employment: Full time, fixed term
Classification: Hew Level 4

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 (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.

The Institute of Continuing & TESOL Education

The Institute of Continuing & TESOL Education (ICTE-UQ) was formally established in January 1996, through the amalgamation of the University of Queensland's TESOL and Continuing Education divisions, which commenced in 1981 and 1983 respectively. The Institute has gained considerable recognition and acknowledgement in the fields of TESOL and Continuing Education both in international and national contexts since the mid/late 1980s. ICTE-UQ is responsible for the development and delivery of a wide range of general, academic, bridging and special purpose English language training courses, English teacher training/professional development courses, and provision of English test administration services. Continuing Education activities provide an extensive and comprehensive range of offerings for international clients and participants in the following streams: customised professional, academic and study abroad programs, industry training and study tours. The Institute also provides and manages a range of program-related services and student/participant support services, e.g. airport reception, homestay accommodation placement, extra-curricular and leisure/cultural activities.

TESOL activities are accredited by TEQSA and are CRICOS registered. ICTE-UQ is an approved IELTS, OET, Cambridge (TKT) and ACCA test administration centre and an approved teacher training centre. ICTE-UQ is an approved Professional Year Program provider, and is a member centre of the national association English Australia and of the national quality assurance organisation NEAS. More than 6500 international students, teachers, professionals, business personnel and visitors from 40+ countries participate in ICTE-UQ programs on an annual basis. The Institute carries executive operational management responsibility for two offshore partnership English Language Institute initiatives in central Vietnam and northern Chile; and is involved to a limited but increasing extent in online training delivery and offshore training provision within the Institute's extensive partnership network of government, institutional and corporate partners.

ICTE-UQ is one of three divisions reporting directly to the UQ Deputy Vice-Chancellor/Vice President (International). The Institute works in close collaboration with the UQ International and UQ International Development divisions and with the Office of the Deputy Vice-Chancellor/Vice President (International) in contributing to the fulfilment of the University's globalization, internationalisation and continuing education objectives in learning, discovery and engagement.

Information about the Institute may be accessed on the Institute’s website at www.icte.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 position of Administrative Assistant, Extension Studies International (ESI) provides administrative support for all the programs delivered by the Extension Studies International Division

Duties

Duties and responsibilities include, but are not limited to:

- Provide logistical and organisational support to assist the ESI Manager and Program Officers with the preparation of program proposals
- Under the direction of the ESI Manager or Program Officers make bookings with established site visits, lecturers and accommodation providers and continuously update time, numbers and dates for all ESI programs
- Modify and update program itineraries in response to changes as they present according to availability of sites, lectures and accommodation
- Maintain a proper and user friendly filing and document control system for recording and tracking of all documents as well as creating and maintain useful databases and processes for the unit.
- Maintain supplies of gifts, program materials and the organisation of equipment and program materials for staff
- Assist with the co-ordination and facilitation of visits including visitors schedules, liaison with other work areas internal and external to ICTE-UQ
- Assist with the continuing administrative tasks, including filing, updating and revising Policy and Procedures documents, the collation of reports on programs, submissions of timesheets, maintenance of petty cash and checking submission of invoices and assisting with credit card reconciliations
- Under the direction of the ESI Manager work on and deliver Campus Tours (Small programs)
- Undertake duties as directed by the Manager, Extension Studies International.
- Under the direction of the ESI Manager or Program Officers help manage student guide allocations to programs and campus tours
- Prepare program documentation e.g. evaluations, itineraries, participant welcome packs etc.
- Under the direction of the ESI Manager or Program Officers liaising directly with program clients, students, and other affiliated parties to a program
- Scheduling and organizing commitments for program officers and management staff
- other duties as may be allocated from time to time
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 Manager, Extension Studies International.

SELECTION CRITERIA

Qualifications

Essential
- Completion of a diploma level or higher qualification with relevant work related or a certificate level qualification with post certificate relevant work experience; or an equivalent combination of relevant experience and/ or education/ training.

Desirable
- Tourism, administration or business qualification
- Current Queensland Drivers Licence

Knowledge and Skills

Essential
- Excellent written and oral communication skills
- Ability to exercise initiative and judgement and to work independently
- Ability to function as part of a team
- Ability to work under pressure
- Excellent organisational skills and the ability to prioritise
- Strong keyboard skills
- Demonstrated client service skills

Experience

Essential
- Experience with written and oral communications
- Experience in working independently or as part of a team
- Experience in the operation of the Microsoft Office suite of programs
Desirable

- Experience in liaising with international clients and visitors
- Experience in developing and maintaining databases
- Demonstrated abilities in a second language
- Experience in educational tour programs

Personal Qualities

Essential

- Ability to work collaboratively with colleagues.
- Strong work ethic and commitment to being a team member
- Professional presentation to students, clients and visitors
- An understanding of cross cultural communications

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 the contact person listed in the job advertisement.