POSITION DESCRIPTION

Position Title: Student Relations Network – Call Crew
Organisation Unit: Student Affairs Division
Position Number: 3027590
Type of Employment: Casual
Classification: LC1

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://uniqest.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 Deputy Vice-Chancellor (Academic) (DVCA) portfolio guides and steers all aspects of the student lifecycle. The Student Affairs Division falls within the portfolio and comprises the Student Services Directorate and the UQ Student Employability Centre.

The Student Relations Network was established in response to targets specified by the UQ Strategic Plan 2014-2017, to help the University better understand how to improve Student Retention and Success and the broader Student Experience. Information for Prospective Staff.

DUTY STATEMENT

Primary Purpose of Position

The Student Relations Network (SRN) aims to enhance the relationship between students and the University. It personalises the student experience by proactively engaging with commencing, domestic undergraduate students during their first critical touch points with the University and uses this as a base upon which to have ongoing communication. The overall goal of which is to improve the student experience and raise retention and success rates.

Call Crew report to a coordination team within Student Affairs Division and every shift is managed by a Shift Supervisor. Call Crew are expected to participate in training, which equips them with the required skills and knowledge to contact specified incoming students. Call Crew are also expected to follow specified processes and procedures and work in collaboration with existing teams in Faculties, Schools, and other service providers to ensure a complementary and coordinated approach.

Call Crew play a key role in forming early positive connections with incoming students and as such conduct themselves in a professional, courteous manner while simultaneously maintaining a focus on the needs of the students they assist.

Duties

Duties and responsibilities include, but are not limited to:

- Respecting student privacy by following UQ policy in relation to information management
- Providing ongoing communication about availability to work via an online rostering tool
- Working with a high level of independence with guidance from Shift Supervisors
- Attending the required training and opportunities for ongoing professional development
- Offering a friendly, helpful and encouraging point of contact
• Raising early alert and intervention protocols after the identification of at-risk students
• Completing administration relevant to each call according to established procedures
• Representing the SRN in a professional manner across the UQ Community
• Working collaboratively with Faculties, Schools and various service units to achieve the best outcomes for students
• Contributing to and being accommodating of, team developments, in relation to technology, procedural and personnel changes
• Liaising with Shift Supervisors in relation to any issues which may arise during a phone call or during the shift
• Performing other duties as directed by the SRN Coordination team or Shift Supervisor within the scope of this position

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 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 Student Relations Officer, Student Services Directorate, Student Affairs Division.
SELECTION CRITERIA

Essential

- Currently enrolled in a program of study at The University of Queensland
- Have completed at least two semesters at UQ immediately prior to commencing work
- Demonstrate sound rationale for wanting to participate in Student Relations Network
- Be available to commence work in August 2017

Knowledge and Skills

Essential

- Awareness of issues related to university studies: transition from secondary school study and/or work to university; the first year experience and adapting to University studies; issues faced by students from diverse backgrounds and; academic, administrative, social and geographical transition challenges
- Awareness of UQ resources and services available to support all students
- Excellent written and verbal communication skills

Desirable

- Understanding of / experience in a call centre environment
- Commitment to work for at least one full semester on a rotating roster
- Ability to tailor solutions and actions for all students to enhance their transition experience
- Experience as a student leader/mentor/ambassador within your Faculty, School, or another service unit within UQ i.e. UQ Student Employability Centre, Student Services, Office of Prospective Students, UQU etc.
- For postgrad applicants: completion of an undergraduate degree at UQ

Experience

- Demonstrated interpersonal communication with students from diverse backgrounds
- A demonstrated ability to share knowledge and experiences while recognising and encouraging excellence in others
- Experience multitasking/ managing multiple priorities simultaneously

Personal Qualities

- High-level communication and interpersonal skills
- Capacity to make sound judgments and provide advice
- Ability to work co-operatively as a highly motivated member of a team
- Ability to manage personal levels of stress and maintain a calm demeanour and mental state

The University of Queensland is committed to equity, diversity and inclusion.