

## POSITION DESCRIPTION

<b>Position Title:</b>	Client Services Lead
<b>Employer:</b>	UQ College (UQC)
<b>Reference Number:</b>	<b>UQCHR 010082021</b>
<b>Type of Employment:</b>	Fixed Term (2 years)
<b>Remuneration:</b>	<b>Salary \$86,768.42 + 10% Superannuation</b>

## 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, UQ has educated and worked with outstanding people to deliver **knowledge leadership for a better world**.

Today, UQ ranks among the world's top universities and is consistently recognised as one of the top 5 universities in Australia.

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. 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.

## UQ COLLEGE

UQ College Limited was formed in 2010 and is a wholly owned subsidiary company and Registered Training Organisation (RTO) for the University of Queensland (UQ). The purpose of UQC is to provide domestic and international students with access to further and higher education through the delivery of pathway programs. UQC delivers the Tertiary Preparation Program (TPP) and several Vocational Education and Training (VET) courses.

UQC is currently working with the University to prepare for the introduction of a new UQ Foundation Program for international students, for delivery commencing in January 2022.

UQC Test Services provides support and delivery of English Language Proficiency tests including IELTS, OET, and Pearson (PTE-A) for university entrance, professional registration and visa applications.

Information about UQC may be found at <https://www.uqcollege.uq.edu.au/>

## **DUTY STATEMENT**

### **Primary purpose of position**

The position of Client Services Lead is responsible for the coordination and efficient day-to-day operation of the Client Services team, providing first point of contact for students, staff, and visitors. The Client Services team is also required to provide a high standard of administrative support for the UQC programs.

### **Duties**

Duties and responsibilities include, but are not limited to:

- Lead the provision of information, advice and support to current and prospective students, and staff, relating to all UQ College programs and services.
- Supervise the Client Services team and allocate work tasks to effectively manage workloads, staff rostering, training and professional development.
- Coordinate administrative support associated with the student lifecycle including, orientation, student access to learning management systems and textbooks, class allocations, attendance monitoring, academic progress and matriculation.
- Coordinate processes for identifying students at-risk of non-compliance with visa conditions and undertake the appropriate follow-up with these students.
- Process documentation and prepare correspondence as required for reporting students for breach of visa requirements.
- Develop and maintain appropriate processes to manage confidential information that relates to student welfare, attendance, and interventions.
- Ensure all student communications are delivered accurately and within required timeframes
- Maintain a culture of teamwork and ensure that staff maintain a professional and highly competent image in all interactions with students, staff, clients and visitors.
- Ensure that the Client Service team members maintain up-to-date knowledge of the relevant regulatory requirements and are comprehensively knowledgeable of all programs and services of the College.
- Undertake duties as directed by the Senior Manager Corporate Services.

### **Other**

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

- The UQC Staff Code of Conduct and the University's Code of Conduct.
- A valid Blue Card – Queensland's Working with Children Check.
- Requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by UQC and the University
- Requirements of the Education Services for Overseas Students (ESOS) Act 2000, the National Code 2018 and associated legislation, and related responsibilities and procedures developed by the University.
- The adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures

## **Reporting Relationships**

The position reports to the Senior Manager Corporate Services, UQ College.

## **SELECTION CRITERIA**

- Completion of an undergraduate degree; or completion of an associate diploma and at least 2 years subsequent relevant work experience or an equivalent combination of relevant experience and/or education/training.
- A minimum of 2 years' experience in supervision of staff and a strong orientation to providing outstanding client services.
- Exceptional interpersonal and communication skills, including experience communicating with people of other cultures and cross cultural communications in an education or similar environment.
- Demonstrated ability to meet deadlines, to work under pressure and to establish priorities.
- Proven ability to interpret and review operational policies, practices and procedures and to develop processes and reporting systems.
- Demonstrated capacity for identification and analysis of issues and innovative problem solving.
- Experience with Microsoft suite of applications and a high level of computer proficiency.

## **Further information**

For an informal discussion please contact:

- Robyn Tyler, Senior Manager Corporate Services (Interim)
- Phone: (07) 3346 1695
- Email: [r.tyler@uqcollege.uq.edu.au](mailto:r.tyler@uqcollege.uq.edu.au)