

POSITION DESCRIPTION

Position Title:	Test Services Lead
Employer:	UQ College (UQC)
Reference Number:	UQCHR 023112021
Type of Employment:	2 year Fixed Term
Remuneration:	Salary \$80,784 + 10% Superannuation

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 (UQC) 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 Test Services Lead is responsible for the day-to-day operation of the UQC IELTS, OET and Pearson Test Centres and for coordination of the efficient delivery of UQC program examinations.

Duties

Duties and responsibilities include, but are not limited to:

- Coordinate all administrative processes in relation to test services and UQ College program examinations.
- Supervise the Test Services staff and manage all administrative matters in relation to examiners and invigilators, ensuring meticulous maintenance of all relevant records.
- Coordinate preparations for test sessions and examinations to ensure timely and efficient delivery of tests and results.
- Implement and maintain quality assurance processes relevant to operations.
- Oversee the security of all test related materials and meet all obligations with regard to security and compliance.
- Co-ordinate the standardization, re-certification and new training sessions for existing and new staff and ensure secure administration of post re/certification procedures
- Provide accurate, up to date and appropriate information to key stakeholders in relation to test services.
- Monitor revenue and expenditure in accordance with the annual Test Centre budget and undertake finance reporting as required.
- Represent the IELTS Centre AU105 at local, national and international levels and liaise with the Test Partners and internal/external organizations as appropriate.

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 (or approved exemption)
- 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

Essential

- Completion of a degree or an associate diploma, with at least 2 years' relevant work experience; or an equivalent combination of relevant work experience and/or education/training
- Demonstrated specialist knowledge of one or more of the following:
 - The International English Language Testing System (IELTS)
 - The Occupational English Test (OET)
 - Pearson test (PTE-A)
 - University examinations procedures
- Computer literacy skills and a practical understanding of corporate information systems particularly in relation to maintaining and extracting data.
- Demonstrated ability to communicate effectively with a range of internal and external stakeholders to achieve positive outcomes and ensure a high level of client service
- Proven capability to take initiative and resolve complex problems.
- Demonstrated experience in managing multiple tasks concurrently, whilst taking full accountability for the efficient delivery of set tasks within agreed timeframes and to agreed service standards.

Desirable

- Experience working in the international education sector.
- Availability for weekend work.

Further information

For further details please contact:

- Neil Marsh, Senior Manager Corporate Services, UQ College
- Phone: (07) 3346 6536
- Email: n.marsh@uqcollege.uq.edu.au