

POSITION DESCRIPTION

Position title	Senior Group Leaders
Reference number	UQC_012_06_26
Type of employment	Casual
Classification	UQC Admin 5
Remuneration	\$60.32 to \$64.72 per hour, plus 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 is a wholly owned subsidiary company and Registered Training Organisation (RTO) for the University of Queensland (UQ). UQ College provides domestic and international students with access to further and higher education through a range of pathway programs. These include English language, Foundation, Tertiary Preparation, and Bridging Programs, plus Vocational Education and Training (VET) programs.

For more information, visit <https://www.uqcollege.uq.edu.au/>

DUTY STATEMENT

Primary purpose of position

The primary responsibility of this position is to provide operational oversight and coordination of UQ College excursions and events. The role is responsible for the delivery of multi-day programs involving medium to large groups (30–100 participants), ensuring safety, compliance, and high-quality program outcomes. The position supervises Group Leaders and Student Guides, supporting

effective team performance, clear communication, and the consistent application of UQ College standards across all activities. Evening and weekend work is required in line with program schedules.

Duties

- Provide operational oversight of the execution of all group programs, including multi-day trips and high-volume activities.
- Represent UQ College professionally in all interactions with students, clients, internal staff, and external providers.
- Oversee and support staff across Student Guide and Group Leader positions, ensuring compliance with employment conditions and program expectations.
- Coordinate and manage communication across departments, partner organisations, and external providers.
- Ensure all activities meet safety, compliance, and cultural engagement standards as outlined in relevant Risk Assessments.
- Assign duties to staff, monitor performance, and ensure accountability in program delivery.
- Handle escalations and resolve incidents, ensuring proper documentation and reporting; escalate matters to the Program Services Coordinator or Senior Manager where required.
- Provide leadership in monitoring group behaviour, welfare, and safety for all program participants.
- Contribute to maintaining the image and reputation of UQC through professional, high-quality service delivery.
- Undertake Student Guide and Group Leader duties as required, with responsibility for oversight and coordination.
- Undertake other duties as directed by the position supervisor.

Mandatory requirements of the role

- The applicant has a current Working with Children Check clearance (blue card) issued by Blue Card Services (or eligibility to obtain prior to commencement).
- Must hold and maintain current First Aid and Cardiopulmonary Resuscitation (CPR) certification (or ability to obtain prior to commencement).

Other

- Comply with the UQC Staff Code of Conduct and The University of Queensland's Code of Conduct.
- Work in alignment with Queensland occupational health and safety legislation and related responsibilities.
- Ensure compliance with the *Education Services for Overseas Students Act 2000*, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and associated policies, procedures and processes.
- Treat all students, including young learners, with respect and address concerns promptly; uphold UQC's child and youth safety policies.

- Adopt sustainable work practices in accordance with sustainability responsibilities.
- Staff in this position may be required to wear UQC uniform

Reporting Relationships

The position reports to the Program Services Coordinator.

SELECTION CRITERIA

Essential

- Substantial experience as a Group Leader or demonstrated transferable skills providing equivalent leadership capability.
- Demonstrated experience leading medium to large groups (30–100 participants) in excursion, tour, or event-based contexts.
- Proven ability to supervise and support staff, allocate tasks, and ensure accountability in operational settings.
- Strong organisational and logistical coordination skills, including experience supporting or managing multi-day programs.
- Excellent interpersonal and communication skills, with experience working with diverse student groups in an international education or similar environment.
- Demonstrated cross-cultural awareness and the ability to work effectively with international student cohorts.
- Ability to manage competing priorities, work under pressure, and adapt to changing circumstances.
- Demonstrated initiative and the ability to work independently and as part of a team.

Desirable

- Fluency in second language (Japanese).

Questions?

For more information about this opportunity, please contact **Iris Hening** at i.henig@uqcollege.uq.edu.au.

For application queries, please contact talent@uqcollege.uq.edu.au stating the reference number (page 1) in the subject line.

Want to Apply?

Please apply via Seek. It is a requirement that you attach the following to your Seek application:

- Cover letter addressing the selection criteria (no more than 2 pages), and a
- Resume.

Applications submitted after 11pm on 12 July 2026 may not be accepted.