

POSITION DESCRIPTION

Position Title:	Student Ambassador
Organisation Unit:	Future Students Australia
Type of Employment:	Casual
Classification:	HEW Level 1

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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a \$1.75 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://uniquet.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.

Organisational Environment

The University of Queensland's Future Students Australia (FSA) has an important mandate for attracting academically capable students from throughout Queensland and Australia. The Student Recruitment team is responsible for student recruitment, engagement with secondary schools, and a range of outreach programs aimed at increasing the tertiary study and career aspirations of students from low socio-economic backgrounds.

The Future Students Australia team comprises six staff, including the Future Students Coordinator and Senior Manager. The team is responsible for administering the Young ChangeMakers program (YCM), the UQ Student Ambassador Program and UQ domestic student recruitment activities.

Information about the Future Students team may be accessed on their website at <https://www.uq.edu.au/high-schools/>

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 UQ Student Ambassador Program is a marketing and recruitment initiative engaging prospective university students. Student Ambassadors assist the Future Students Australia team to promote UQ in schools, on campus and at careers events across the state for the purpose of student recruitment. Key functions include providing UQ Program information to parents, teachers and prospective students, conducting campus tours, participating in school visits and speaking publicly about the transition from school to university.

Key responsibilities

The Student Ambassador Program provides an opportunity for students to promote UQ in a positive, consistent and professional manner. Student ambassadors are required to:

- Represent UQ in prospective student forums
- Display a positive image of UQ and its programs
- Demonstrate a commitment to good customer service
- Undertake training and development to improve skills and knowledge

Duties

Student Ambassador duties and responsibilities include, but are not limited to:

- Interact with secondary school students and parents/guardians to provide information about UQ's program options and the various aspects of life as a university student;
- Deliver presentations and workshops about UQ's programs, campuses, support services, and the transitioning from school to university under the guidance of the Future Students team;
- Conducting tours of UQ's St Lucia campus;
- Act as guides, presenters and student representatives at UQ recruitment events such as UQ Open Day, Careers Pulse, TSXPO and Brisbane Careers and Employment Expo;
- Represent UQ at regional careers markets (some travel outside Brisbane may be required in rare circumstances);
- Participate in events aimed at building positive perceptions of UQ with key stakeholder groups such as business, industry, government and alumni;
- Contribute to the training of new Student Ambassadors; and
- Office Administrative duties

Other

Ensure you are aware of and comply with legislation and University policies 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](#); and
- 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.

Time Commitment

Student Ambassadors are casual employees of UQ and are rostered by UQ's Future Students Australia team for work throughout the year, principally from March to November. Student Ambassadors enjoy flexible working hours (shifts generally range from 3 - 8 hours) and can nominate their weekly availability for shifts to suit their individual study needs and other commitments.

Organisational Relationships

The role reports to the Future Students Coordinator.

SELECTION CRITERIA

Essential

- A student currently enrolled in an undergraduate degree at The University of Queensland with a minimum of two years remaining.
- Must be the holder of a Blue Card or be willing to obtain one prior to commencement of employment
- All Student Ambassadors **must be available** for Career Pulse (29 May 2024) and UQ St Lucia Open Day (4 August 2024)

Desirable

- Current drivers' licence (red or green P's, or open licence).

Knowledge and Skills

Essential

- Demonstrated high-level interpersonal and communication skills with the ability to apply these successfully with students, teachers and parents
- Well-developed presentation skills and the ability to speak in an engaging and confident manner in front of large groups
- Ability to share personal experiences of secondary school and the transition to university
- Ability to work as part of a team and independently
- Well-developed organisational skills
- A sound knowledge of The University of Queensland's programs and campuses
- Reliability and a commitment to high standards of personal conduct

Desirable

- Facilitation skills, including the ability to lead interactive group discussions and workshops

Experience

Essential

- Ability to be a collaborative member of a high-performing team
- Demonstrated commitment to providing high-quality customer service

Desirable

- Previous experience working with secondary school aged students
- Previous experience delivering and/or facilitating presentations and small group activities

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.