

## POSITION DESCRIPTION

<b>Position Title:</b>	Student Ambassador
<b>Organisation Unit:</b>	Faculty of Business, Economics and Law
<b>Type of Employment:</b>	Casual
<b>Classification:</b>	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 45<sup>th</sup> 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 Faculty of Business, Economics and Law (BEL) incorporates three schools – UQ Business School, the School of Economics and the TC Beirne School of Law – and two research centres – the Australian Institute for Business and Economics (AIBE) and the Centre for the Business and Economics of Health (CBEH).

With more than 450 staff and 12,000 enrolled students, including 5600 international students, the BEL Faculty is UQ's largest.

The Faculty offers a wide range of undergraduate and postgraduate programs at the St Lucia campus. It also operates UQ Brisbane City, the University's newest site in the heart of the Brisbane CBD. Home to students and professionals from select postgraduate programs and UQ Executive Education courses, UQ Brisbane City is a unique space where students, alumni, industry and government can create, connect and innovate.

The Faculty's high-achieving students are taught by leaders in their fields, many of whom are renowned researchers and consultants to companies around the globe. Students can also connect with the Faculty's award-winning Student Employability Team to increase their employability, access opportunities and manage their careers.

The Faculty boasts a global, tight-knit alumni network of more than 67,000. BEL alumni hold leadership positions in the private sector, in government and with not-for-profit organisations worldwide.

To learn more about the BEL Faculty, please visit <https://bel.uq.edu.au>.

## **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 Faculty of Business, Economics and Law (BEL) Ambassador Program is a marketing and communication initiative designed to assist in the promotion of Faculty programs at external recruitment activities and promotional events. Student Ambassadors will be involved in strategic recruitment and Faculty events such as TSXPO, UQ Open Day and Orientation. Roles will involve speaking to prospective students and their parents, conducting campus tours, participating in school visits (on request) and providing logistical support to on and off campus events. A limited number of positions are available across all business, economics and law programs.

## Key responsibilities

BEL Student Ambassadors will:

- Represent UQ and the Faculty in prospective student forums
- Display a positive image of UQ and BEL Faculty programs
- Demonstrate a commitment to good customer service
- Demonstrate excellent communication and interpersonal skills.

## Duties

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

- Interacting 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;
- Delivering presentations and participating in Orientation activities such as program information sessions, under the guidance of Marketing & Engagement Event staff;
- Conducting tours of UQ's St Lucia campus;
- Acting as guides, presenters and student representatives at UQ recruitment events such as UQ Open Day and TSXPO;
- Participating in events aimed at building positive perceptions of UQ with key stakeholder groups such as business, industry and alumni;
- Logistical event support including set up and back down, registration duties, ushering; and
- Other duties as required.

## 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 on a needs basis by the BEL Marketing & Engagement team for work throughout the year, principally from February to November. Student Ambassadors enjoy flexible working hours (shifts generally range from 2 - 9 hours) and Ambassadors can choose to accept rostered shifts to suit their individual study needs and other commitments.

## Organisational Relationships

The role reports to the Events Coordinator, BEL Marketing and Engagement team.

## SELECTION CRITERIA

### Essential

- A student currently enrolled in an undergraduate or postgraduate degree program in the Faculty of Business, Economics and Law at the University of Queensland with a minimum of one year (12 months) remaining of their program of study.
- 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 TSXPO (15-16 July 2023) and UQ Open Day (6 August 2023).

### Desirable

- Excellent presentation skills and experience public speaking are highly regarded.

## Knowledge and Skills

### Essential

- Demonstrated high-level interpersonal and communication skills with the ability to apply these successfully with students, 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 St Lucia campus.
- 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 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.**