

# Student Support Officer (WIL)

Faculty of Creative Industries, Education & Social Justice

Academic Division



the university  
for the real world



## About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the \$95M Education Precinct.

Further information about QUT can be obtained from the website at [www.qut.edu.au](http://www.qut.edu.au).

### Our Vision

QUT's [Blueprint 6](#) is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful.

Providing a compass for our decisions, actions and behaviours and strengthening our community.

### QUT Values

- Ambition
- Curiosity
- Innovation
- Integrity
- Inclusiveness

## About the Position

QUT is committed to providing Real World Learning opportunities for students and the Work Integrated Learning (**WIL**) program is a flagship program, providing pathways for students to transition into professional environments and extensive links for industry engagement.

This position is the first point of contact for students, university staff and external entities including prospective students, industry organisations and the general public for the WIL Program and, as such, is expected to provide an exceptional standard of professional customer service. The position supports the placement of students in a wide range of Industry and Community partnership engagement activities as part of their course of study.

This position reports to the WIL Engagement Coordinator for supervision, workload management and for Performance Planning and Review (PPR).

### Key responsibilities include:

- Collaborate with internal and external key stakeholders to provide information and advice on WIL.
- Contribute to the continuous improvement of systems, policies and procedures and communications for the efficient and effective administration of WIL across the Faculty.
- Deliver high quality customer service and support to students and external host organisations with respect to student placements, progress and assessment.
- Provide guidance and accurate enrolment, admission support to students and prospective students undertaking WIL.

- Provide operational support to the WIL Engagement Coordinator to manage WIL opportunities, applications and workplace assessment processes.
- Liaise and work collaboratively within and across functional and organisational areas to ensure broader faculty goals are met.
- Provide administrative and planning support for relevant WIL activities within the faculty.
- Daily use of software packages to assist students and staff with enrolment enquiries and processes for WIL.
- Represent the University and therefore the Faculty, in a range of forums to internal and external audiences such as QUT Open Day and TSXPO.
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- participate in job rotation or multiskilling in consultation with their supervisor;
- work across campuses.

### Type of appointment

This appointment will be offered on an ongoing, full time basis.

### Location

Kelvin Grove campus.

## Selection Criteria

1. Education, training and/or relevant experience equivalent to the completion of an undergraduate degree;
2. Well-developed written and interpersonal communication skills with the ability to work as part of a team and liaise with a diverse range of people in a professional manner;
3. Demonstrated experience in providing high quality student services with a focus on innovation and service excellence along with a high attention to detail, the ability to prioritise work, meet deadlines and balance competing demands.

4. Demonstrated ability in the accurate interpretation and application of local and University policy and procedures in order to provide clear and consistent advice to clients; and
5. Demonstrated experience in the use of information technology including Microsoft Office, InPlace (WILIS) and corporate databases such as SAMS, HPRM, QUT Virtual, or have demonstrated ability to quickly acquire knowledge of new systems.

### Remuneration and Benefits

The classification for this position is Higher Education Worker Level 5 (HEW5) which has an annual remuneration range of \$79,654 to \$89,842 p.a., which is inclusive of an annual salary range of \$67,883 to \$76,566 p.a. and 17% superannuation.

In July 2020 QUT staff voted in favour of a variation to its Enterprise Agreements. The variations were approved by the Fair Work Commission in August 2020.

The variation impacts leave loading (for new staff no loading will be paid or accrued during the period the variation is in effect), salary increases (the salary increase which was due to occur in the first full pay period of December 2020 has been deferred until the first full pay period of December 2021) and superannuation (superannuation will be paid to staff as though the salary increase which would have been paid in December 2020 has taken effect and, subject to the rules of the superannuation fund, a defined benefit member will continue to make contributions in alignment with the contributions made by the University). A link to the variation is [here](#).

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance

- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the [Working at QUT](#) page.

### Information for applicants

The position is open to ongoing staff whose substantive position is redundant or is in a job family to be reduced in size.

For further information about the position, please contact Dallas McDougall, Student Support Manager on (07) 3138 3065; or for further information about working at QUT contact Human Resources on (07) 3138 4104.

QUT is proud to be an inaugural Athena SWAN charter member. We have extensive and established support programs for women in STEMM. For more information on the Athena SWAN charter, contact Tracy Straughan on (07) 3138 1584.

Candidates who are interested in the position are encouraged to apply even though they may feel they are not strong on individual selection criteria.

In assessing merit, the panel will take into consideration “performance or achievement relative to opportunity”. We recognise that many staff today have a range of personal circumstances, and career histories that challenge traditional ideas of a staff member. This may mean, for example, prioritising the quality of achievement rather than the quantity, as considerations of part-time employment, career interruptions and significant periods of leave are taken into account when assessing performance or achievement.

### How to Apply

For further information and to apply, please visit [www.qut.edu.au/jobs](http://www.qut.edu.au/jobs) for reference number **20747**.

When applying for this position, a Curriculum Vitae and up to a two-page covering letter outlining your suitability for the role against the selection criteria will be required.

**Applications close 15 December 2020**

