



## POSITION DESCRIPTION

<b>Position Title:</b>	Senior Manager - Administration
<b>Employer:</b>	UQ College (UQC)
<b>Reference Number:</b>	UQCHR04122023
<b>Type of Employment:</b>	Full Time Continuing
<b>Remuneration:</b>	\$157 193.82 pa (incl.11.5% super) + performance bonus

## 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 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. In addition to English language programs, UQC delivers the UQ Foundation Program; the Tertiary Preparation Program (TPP) and several Vocational Education and Training (VET) Programs.

Information about UQC may be found at <https://www.uqcollege.uq.edu.au/>

# DUTY STATEMENT

## Primary purpose of position

The primary purpose of this role is to provide leadership and management of the student, academic, and corporate services areas for UQ College (UQC). This role is pivotal to ensure that UQC delivers an exemplary student experience, delivers comprehensive academic services support for staff and, in conjunction with UQ Finance and Business Services (FBS) and external industrial relations and human resources support, ensures that UQC continues to deliver effective and compliant corporate services. In addition, the position is also responsible for all OH&S, compliance, admissions and operations requirements, and oversees the governance and development of all policies and procedures.

The position is supported by three managers, the Manager Student Services, the Manager Academic Services and the Manager Corporate Services. The Manager Corporate Services is a new position, and it is anticipated that the appointee to this role would recruit this manager position.

## Duties and responsibilities:

- Lead by example to inspire and motivate staff across UQC, fostering strong working relationships within and between all teams, while cultivating a strong customer focus that recognizes the importance of both internal and external customers
- In conjunction with the central Finance and Business Services (FBS) team and external industrial relations and human resources support (CORRS Westgarth/SOURCE), lead and coordinate the corporate services delivery (finance, payroll, HR) and compliance requirements for UQC.
- Lead the continuous improvement of procedures, processes, and systems to drive efficiencies and enhance the experience for students.
- Maintain the highest standards of risk management across UQC by ensuring staff compliance with all relevant financial, health and safety, employment, and legislative regulations.
- Lead the academic services team on policy and procedural matters relating to student and academic administration and compliance with legislation and government agencies such as TEQSA and ASQA and Registered Training Organisation (RTO) compliance relating to vocational education and training.
- Establish performance measures and feedback mechanisms to monitor internal and external service levels to deliver the highest level of service to students, staff and to internal and external clients.
- Review and assess the ongoing development of business-critical systems, data integrity and business intelligence reporting (student enrolment and performance metrics), and plan annual budgeted expenditure required for project and development work.
- Oversee the optimal use of office and classroom space and ensure the effective delivery of information technology, operational and security support for staff, students, and visitors.
- Provide status reports to the Senior Management Team (SMT) and the UQC and UQ Holdings Boards on compliance, policy and procedure reviews and quarterly dashboard KPIs for OHS compliance and training targets.

## 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) is required for this position. All staff are expected to treat students and participants, including young learners, with respect and understanding and to address their concerns

at all times. Staff must be familiar with UQC's child and youth policies which support the safety and wellbeing of children and young people in our care.

- Requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by UQC and the University
- The adoption of sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)
- 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.
- Staff will be required to work 38 hours per week between the hours of 8:00 am and 6:00 pm Mon-Fri and will, on occasion, be required to work additional hours outside of these.

### **Reporting Relationships**

The position reports to the Chief Executive Officer, UQ College.

# SELECTION CRITERIA

## Selection Criteria

- A degree in business administration or a related field (aligned to the role) with a postgraduate qualification.
- Extensive experience leading and managing service-oriented teams to deliver effective and efficient student and staff services, with the ability to prioritise workloads in a high-pressure environment across multiple stakeholders.
- Demonstrated experience in a commercial customer-oriented role in a large complex organisation with experience and understanding of corporate systems such as payroll, student management systems and customer relationship management systems.
- Demonstrated strategic and analytical experience formulating high-level strategic and management plans with proven experience of successful implementation.
- Proven experience in leading a diverse range of teams across a broad scope of responsibility and duties.

## Desirable (but not required)

- Qualifications in financial accounting and/or human resources qualifications.
- Experience in the international and domestic education sector with knowledge of legislative framework and relevant government policies

## Further information

For further details please contact:

Scott Leisemann, Acting CEO, UQ College

Phone: 0476 762 148

Email: [hr@uqcollege.uq.edu.au](mailto:hr@uqcollege.uq.edu.au)

## Position Advertisement

**How to Apply: Please apply via Seek.**

It is a **requirement** to submit the following with your application:

- Resume
- Cover letter including response to selection criteria (no more than 2 pages)

**Applications Close:** 5pm Friday 25 October 2024