POSITION DESCRIPTION

Position Title: HDR Liaison Team Leader
Organisation Unit: UQ Graduate School
Position Number: new
Type of Employment: Full time Continuing
Classification: HEW Level 7

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 Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

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 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 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://uniquest.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 has supported over 15,000 students in their academic pursuit to attain a higher degree by research (HDR). With over 2000 research experts and a reputation world-wide as an elite research institution, UQ provides research candidates with every advantage.

More than 4400 students are currently undertaking a higher degree by research at UQ under the support and guidance of the UQ Graduate School. The Graduate School has academic responsibility for managing admissions, providing research scholarships, supporting students during their candidature, and facilitating the examination of theses. The Graduate School coordinates year-round skills training, supports infrastructure and research facilities, and provides opportunities to accelerate career development for HDR candidates.

Information about the UQ Graduate School may be accessed at https://graduate-school.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 HDR Liaison Team Leader provides oversight of a team of professional staff who deliver support and service for HDR students and Post Graduate Coordinators (PGCs). This role ensures a high level of consistent service provision to support HDR candidature including the application and enrolment processes, coordinating opportunities for the development and engagement of candidates, and assisting PGCs to proactively monitor candidate progress. The team leader ensures the team provides exceptional service and support and supports the resolution of issues and concerns regarding HDR candidates, in addition to supporting a HDR cohort.

Duties

Duties, key competencies and responsibilities include, but are not limited to:

Knowing the UQ context

- Work effectively and thoughtfully within the University’s governance framework, monitoring and anticipating changes in internal and external environment and adapting service delivery accordingly.
- Manage a team of HDR Liaison Officers, ensuring guidance and training in order to meet objectives.
• Ensure a high-quality service culture is established and maintained to support a range of functions, ensuring responsive and consistent high quality service to HDR candidates and PGCs.
• Supporting a cohort of HDR students and academic staff.

Delivering client-focused solutions

• Lead and promote high quality, positive working relationships for the team, acting as a trusted service partner, managing client expectations and responding promptly to client needs.
• Ensure the team provides high quality service to PGCs to monitor progress of HDR candidates, providing timely reports and referral advice as required.
• Ensure the team works with PGCs to provide consistent support with enquiries from prospective HDR candidates, supporting applications, induction and orientation activities, and the coordination of milestone activities and oral examinations for HDR candidates.
• Ensure the team coordinates HDR scholarship nominations and special strategic rounds, providing procedural advice as required.
• Ensure the team monitors allocated HDR student space and usage as required.
• Guide the team to provide development opportunities to support research training and enhance the HDR cohort experience.
• Lead by example, providing strong service to an allocation of HDR students and academic staff.

Building productive partnerships

• Lead a collegial working culture through mutual respect, open communication, valuing and acknowledging others.
• Connect clients to information or people that can best meet their needs, and to build a network across UQ, creating seamless connections for clients into other relevant teams
• Establish strong working relationships with colleagues, PGCs, Advisors, and candidates.
• Guide the team to ensure support for local HDR Committees, in negotiation with the PGC.

Continuously improving services

• Identify business process improvements and work with counterparts to implement these, under guidance of the Senior Manager (HDR Development).
• Consult with PGCs and seek feedback to ensure service and support expectations are met.

Achieving outcomes and results

• Establish service expectations with PGCs to understand needs and ensure support for students and staff.
• Lead service delivery that exceeds client expectations and achieves exceptional results.
• Ensure candidates receive an outstanding level of consistent service and positive student experience.
An employee may be required to carry out other duties within the scope of the classification, competence and training.

**Other**
Ensure you are aware of and comply with legislation and University policy 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 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 Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University

**Organisational Relationships**

The position reports to the Senior Manager (HDR Development), UQ Graduate School.
SELECTION CRITERIA

Essential

- Completion of a degree with at least 4 years of subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- A demonstrated ability to coordinate and inspire high level service provision.
- Experience managing teams to achieve goals.
- Highly developed organisational and time management skills, with the ability to set realistic priorities to meet deadlines and commitments.
- Excellent interpersonal, written and oral communication skills.
- The ability to exercise initiative and judgement as appropriate.
- High level technological literacy and demonstrated ability to adapt to new technology and systems as required.

Desirable

- Experience working in the higher education sector.
- Familiarity with research training and development.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au

Applications are also encouraged from women.

This role is a full-time position; however flexible working arrangements may be negotiated.