POSITION DESCRIPTION

Position Title: Team leader, Teaching Space Management
Organisation Unit: Academic Services Division (ASD)
Position Number: 1248680
Type of Employment: Fixed Term until 3 May 2019, Full-Time
Classification: Hew Level 6

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 (65). 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://uniqest.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 Academic Services Division consists of Student Administration Directorate and Academic Administration Directorate. The Directorates provide high quality administrative and professional services in support of the University’s academic activities.

Academic Administration Directorate provides administrative support for teaching and learning activities through a range of services that support academic decision-making processes, information provision and dissemination and encompasses the following units:

- **Academic Policy and Programs** – provides administrative support for teaching and learning activities through a range of services that support academic decision-making processes, information provision and dissemination.

- **Student Complaints and Grievance Resolution** – provides:
  - A focal point for managing student complaints and grievance resolution by coordinating the responses of decision makers who are both internal and external to the University; and
  - Administrative support for the conduct of the student discipline and misconduct processes.

- **Teaching Space Management** – provides administrative support for the effective management of centrally controlled teaching facilities and coordinates the production and publication of the class timetable.

Information about Teaching Space Management may be accessed on the unit’s web site at http://www.uq.edu.au/teachingspace/

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 Team Leader provides support to the Manager by coordinating the core functions of the Teaching Space Management Unit, including production of the University’s class timetables and oversight of centrally controlled teaching space operations ensuring teaching and learning spaces are managed and maintained at optimal levels. The role will be responsible for the day to day supervision of 4 staff within the unit.

Duties

Main duties and responsibilities include, but are not limited to:

Administration

- Coordination of the production and publication of the University's class timetables including the preparation of data, reports, and systems to support core operations.

- Leadership of a team of Timetabling Support Officers towards objectives of the unit, including oversight and continual development of the Faculty timetabling support model.

- Coordination of room booking operations including management of centrally controlled resources within the University’s online resource booking application

- Leadership of a team of Room Booking Officers (inc. Rotational Officer) in the day to day operations of the unit ensuring service level expectations are met and goals are achieved.

- Conducting regular staff training and developing/maintaining online training materials and other resources.

- Provision of expert advice on class timetabling, room bookings, associated systems and information regarding central teaching and meeting rooms to a wide array of stakeholders.

- Coordination and assistance with regular auditing of centrally-controlled teaching spaces and meeting rooms and oversight of service requests to ensure that rooms are maintained at optimal levels.

- Preparation of metrics and other reports as required to support core operations and ad hoc queries.

- Facilitation of any conflict resolution between parties with regards to resource management

- Significant contribution to the planning and ongoing improvement of business processes and systems that support the operations of the unit.

- Testing of new and complex systems functionality

- Provide secretarial assistance to University committees as required.
• Other duties as directed by the Manager, Teaching Space Management and the Director, Academic Administration. This includes deputising for the Manager as required.

**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 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 and receives supervision from the Manager, Teaching Space Management.
SELECTION CRITERIA

*Essential*

- A degree with subsequent relevant experience; or extensive experience and specialist expertise or broad knowledge in technical or administrative fields; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated ability to supervise and lead a team in the provision of quality service with a demonstrated commitment to client service principles.
- Demonstrated ability to work under broad direction only and exercise informed judgement in undertaking tasks, with a willingness to accept responsibilities.
- Strong analytical and conceptual skills, including a team-oriented approach to problem-solving.
- Proven organisational skills and demonstrated ability to meet tight deadlines, establish work priorities and follow through to completion while maintaining a high degree of accuracy.
- Strong interpersonal, negotiation, and presentation skills.
- Excellent communication/client services skills including the ability to establish cooperative working relationships with a wide range of clients, including individuals internal and external to the University.
- High level of competency in computer literacy including the ability to use word processing, database systems, data warehouse software and other specialist software applications.
- Ability to think creatively and develop and implement innovative solutions within a business context.

*Desirable*

- Knowledge of University timetabling and room booking practices
- Proficiency in the use of the University timetabling software suite, Syllabus Plus Enterprise Foundation.

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.

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

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.