POSITION DESCRIPTION

Position Title: Service Improvement Manager
Organisation Unit: Student Employability Centre
Position Number: 3041898
Type of Employment: Full time – fixed term for three years
Classification: HEW Level 8

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 (45), the US News Best Global Universities Rankings (52), QS World University Rankings (51), 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 secured a greater share of Australian Research Council grants in 2016 ($24.5 million) than any other university nationally.

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 230,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.7 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 will have further success in this area as an important strategic aim going forward.

**Organisational Environment**

The Student Affairs Division within the portfolio of the Deputy Vice Chancellor Academic is comprised of Student Services, Student Employability Centre, and the UQ Health Service. The division focusses on helping UQ students at St Lucia, Gatton, and Herston campuses succeed in their studies and make the most of their UQ student experience by:

- Providing a range of support services that effectively meets the needs of the UQ student population,
- Working across the UQ Community to drive strategies to strengthen the quality of the overall student experience,
- Facilitating access to experiences that assist students to reflect UQ graduate attributes and enhance their employability

The Student Employability Centre is custodian of the UQ Employability Award, and coordinates and promotes a wide range of activities across UQ that empower students to enhance their employability including: global mobility; entrepreneurship and innovation; volunteering and mentoring; undergraduate research experiences; and leadership development opportunities.

The Centre enhances student employability through a focus on experiential learning, ensuring that students are able to capitalise on the benefits of the University’s diversity, research reputation and capacity, international partnerships, and strong links with industry and the professions.

The Centre also provides financial supports to enable students to access experiences, as well as supports to translate, articulate, and transfer these experiences into the workplace.

Further information about the Student Employability Centre can be found at: https://employability.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**

This position is primarily responsible for ensuring that the various systems used to support student centred service delivery are and remain effective, efficient, and fit-for-purpose. Working in collaboration with stakeholders across UQ, this position will ensure that systems are responsive to need and produce efficient and accessible performance reporting to inform improvement recommendations, based on evidence and best practice.
Duties

Duties and responsibilities include, but are not limited to:

- work in partnership with stakeholders across UQ to ensure a holistic and shared understanding of the range of systems currently available to support the student experience at UQ;
- In collaboration with key stakeholders, undertake analysis of business processes, investigating operational requirements, problems and opportunities, and identifying alternate solutions through improvements in automated and non-automated components of new or changed processes;
- provide leadership to develop expertise and capability in system use and data reporting, facilitating evidence based decision making and maintaining high levels of productivity through efficient workload management and effective performance management;
- establish meaningful performance measures and feedback mechanisms to monitor service levels and evidence impact, developing policies, systems, and team structures necessary to deliver the highest level of client service and experience;
- identify and develop appropriate data sources and analysis options to support the promotion of services for students at UQ, providing reports on usage trends, targets, and impacts, and producing internal and external data sets as required;
- Undertake project management of significant information technology projects, including negotiation and liaison with stakeholders at senior levels to ensure that organisational policy and strategies are adhered to and that appropriate change management processes are undertaken;
- monitor and prepare budget summaries relating to system development needs, and act as a financial delegate for the portfolio within set limits;
- supervise relevant team, including managing recruitment, workloads, timesheets and leave, performance review processes, and associated training and development activities

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 Work Integrated Learning and Employability Coordinator.
SELECTION CRITERIA

**Essential**

- Completion of an postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience or extensive experience and management expertise or an equivalent combination of relevant experience and/or education/training
- Significant experience in business analysis and requirements gathering across enterprise-wide digital platforms with the demonstrated ability to collaborate with stakeholders and peers to gather requirements, conduct analysis, produce solution designs, and prioritise delivery across a complex organisation in accordance with agreed service delivery expectations
- Extensive relevant experience developing and implementing project plans, including measurement of outcomes, timelines, regular communication and monitoring of progress within budget and required standards
- Exceptional analytical and problem solving skills including the ability to conceptualise, establish, and implement new initiatives and innovative solutions within a specified framework
- Strong interpersonal skills with demonstrable experience working collegially in partnership with a range of stakeholders across complex organisations, including at senior levels to negotiate and achieve outcomes
- Experience managing a team of people to deliver effective and efficient student-centred services, with the ability to prioritise workloads in a high pressure environment, work independently and proactively, and meet deadlines with attention to detail

**Desirable**

- Knowledge of issues related to employability, entrepreneurship, and innovation nationally and internationally, especially as it relates to higher education

The University of Queensland is committed to equity, diversity and inclusion.