POSITION DESCRIPTION

Position Title: Project Manager Misconduct and Grievance
Organisation Unit: Academic Administration
Position Number: TBA
Classification: HEW9

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://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 Academic Administration Directorate forms part of the Academic Service Division at the University of Queensland. The Directorate provides high quality administrative and professional services in support of the University’s academic activities.

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

- **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.

- **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 Student Complaints and Grievance Resolution may be accessed on the unit’s web site at http://asd.uq.edu.au/student-complaints.

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 primary purpose of this contract position is to coordinate all project work related to the implementation of a Complaints and Misconduct System software-as-service solution. This ten-month project will encompass a diverse set of activities, including planning and coordination of all non-technical aspects of implementation of a software-as-service solution for the management of student complaints as well as academic and general misconduct.
Duties

Duties and responsibilities include, but are not limited to:

- Develop and co-ordinate execution of a detailed project and change management plan

- Under broad supervision of the Director, Academic Administration, plan, co-ordinate and direct all implementation and change management (including training) activities

- Monitor and report on project progress, including monitoring dependencies, maintaining risk and issues registers as well as status and progress reporting

- Monitor the project budget and prepare financial reports

- With the support of an administrative officer, organise training and information sessions

- Work collaboratively with ITS and professional staff to ensure alignment of goals and completion of work flows

- Liaise with a wide range of stakeholders, including academic, administrative and student users of the system

- Liaise with University finance as required

- Act as a central contact for the project

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 and receives supervision from the Director, Academic Administration
SELECTION CRITERIA

Essential

- Postgraduate and/or professional qualifications and extensive relevant experience in project management within complex education settings, or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience of successful change management involving systems implementations in complex educational settings
- High-level interpersonal skills and ability to influence and build collaborative relationships with academic, professional, technical and executive stakeholders
- Proven ability to work in a complex, rapidly changing and uncertain environment
- Proven ability to work with technical stakeholders in order to meet executive milestones

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.