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 and 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 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.

POSITION CONTEXT

Led by the General Counsel, UQ Legal Services is responsible for the delivery of legal services to the Vice-Chancellor, executive management, and other key decision makers at UQ in order to support the achievement of UQ’s strategic objectives while protecting its interests. The General Counsel reports to the Chief Operating Officer and is part of the Chief Operating Officer’s senior management team.

UQ Legal Services is currently comprised of:
- the Legal Services (General) team which provides legal advice on a wide range of commercial, contract, property, litigation and other areas.
- the Legal Services (Research) team which focuses on research related contracts and matters; and
- the UQ Copyright team which deals with copyright matters.

UQ Legal Services operates within both a centralised and devolved environment, with UQ Copyright lawyers co-located with internal clients.
PRIMARY PURPOSE
The Practice Manager assists the General Counsel to manage and coordinate the operations and administrative function of UQ’s Legal Services practice, and is an integral part of a busy, hardworking and collaborative legal team. The role works closely with, and supports, the Associate Directors and General Counsel, and is responsible for managing and supervising a team of administrative support staff in Legal Services.

The position reports to the General Counsel.

KEY ACCOUNTABILITIES

1. Administrative and Operational Management
   - Provide administrative leadership across UQ Legal Services by managing and coordinating the day to day operational activities of UQ’s Legal Services practice, to support the delivery of quality legal services by the legal practitioners.
   - Manage incoming legal requests, assist with work allocation (in consultation with the Associate Directors and General Counsel), workflow management, performance analysis and reporting of legal matters across the legal function.
   - Prepare and monitor Legal Services’ budget and budget strategy in conjunction with the General Counsel, including assisting with reviewing, monitoring and managing Legal Services’ financial performance.
   - Manage the administration of Legal Services’ recruitment and HR activities.
   - Coordinate outsourcing or procurement of legal services, including liaising with external legal services providers.
   - Prepare, coordinate and manage Legal Services’ reporting including Legal Services’ month end/regular performance reporting, significant litigation report, reporting on external legal expenditure.
   - Act as a liaison point for internal clients and stakeholders.
   - Apply advanced knowledge and skills in the use of the Practice Management System, including general reporting, interpreting data and acting as an internal and external liaison point, including with the external provider of the practice management system.
   - Apply extensive knowledge of legal (or other professional services) practice and business operations to lead and undertake business development / improvement projects as required by the General Counsel and Associate Directors, including initiatives to develop, implement, improve and maintain effective legal practice systems, processes, knowledge management processes, and training and development solutions for Legal Services.
   - Provide recommendations to the General Counsel and Associate Directors on trends and continuous practice improvement in legal practice systems including workflow management and client service.
   - Manage the time recording process within Legal Services, ensuring time recording requirements are met by the Legal Services team and track and manage any cost recoveries.
   - Manage the training requirements of the team, and coordinate Legal Services’ legal training capability training sessions for UQ staff.
   - Prepare and/or coordinate professional written materials including intranet presence, guidelines, fact sheets, procedures, reports, briefing notes, correspondence and other publications on behalf of Legal Services.
   - Other duties as required by the General Counsel.

2. People Management
   - Manage, supervise and direct the work of a team of administrative support staff.
   - Provide effective performance management of administrative support staff, ensuring clear accountabilities, objectives and metrics are in place, and ongoing coaching and feedback is focused on achieving continuous improvement and a performance culture.
   - Manages the operational delivery of administrative support to key staff in Legal Services, in order to support the achievement of client business and service delivery objectives.
• Manage the capture and review of feedback on the quality, efficiency and effectiveness of administrative support provided within Legal Services; identifying issues and gaps, and implementing changes and improvements.

2. **Business and Strategic**
   • Use knowledge of legal practice and business operations to assist the General Counsel and Associate Directors to drive and implement continuous improvement, innovation and initiatives in Legal Services’ processes, procedures and systems and in its service delivery.
   • Assist to market Legal Services’ capabilities and services, and contribute to the strengthening of relationships and support to UQ line managers and staff in legal issues.
   • Assist with developing and maintaining legal resources and precedent material.

3. **Key Stakeholder and Relationship Management**
   • Build and maintain strong and effective working relationships with team members and a wide range of internal clients, external suppliers and other stakeholders.
   • Work collaboratively in a team environment and contribute towards team outcomes.
   • Actively participate in fostering a high performance team environment and positive culture of customer service, professionalism and best practice.

**SELECTION CRITERIA**

*Essential – Key Capabilities* — to determine your suitability for the role, you will be assessed on the following key capabilities that link to the ‘Key Accountabilities’ for this role.

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<tr>
<th>1</th>
<th>Extensive expertise and management experience (preferably in a legal practice) or qualifications in Law, Business or a related field or an equivalent combination of relevant extensive training and experience.</th>
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<td>2</td>
<td>Achieves results – solution focussed with sound judgement skills and commercial acumen. Ability to handle several projects simultaneously and meet deadlines. Responds in a positive and flexible manner to change and uncertainty. Seeks guidance and advice when required. Extensive operational management, planning and analysis skills; acting as a trusted advisor to senior managers on all administrative and operational matters.</td>
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<td>3</td>
<td>Communicates with influence - High level interpersonal skills and strong written and oral communication skills. Demonstrated interpersonal and negotiation skills that enable you to effectively communicate and liaise with a diverse range of clients with other stakeholders.</td>
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<td>4</td>
<td>Supports productive working relationships — demonstrated ability to build and sustain positive relationships with team members, internal clients and external stakeholders.</td>
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<td>5</td>
<td>Demonstrated ability to work both independently and to contribute effectively in a team environment; leading a team in order to provide quality and timely client service. You will be flexible and adaptable, prepared to undertake a range of work, and to undertake tasks at various levels of complexity (as is usual for an in-house legal practice).</td>
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<td>Demonstrated time management and organisational skills and a meticulous attention to detail, with a proven ability to prioritise tasks to meet competing deadlines with a high degree of accuracy in the context of minimal supervision.</td>
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<td>7</td>
<td>Supports strategic direction – Focuses strategically. Understands UQ’s objectives and the links between Legal Services, UQ and whole of University agenda. Able to consider the ramifications of a wide range of issues, anticipates priorities.</td>
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<td>8</td>
<td>Exemplifies personal drive and integrity - provides impartial and forthright advice. Remains positive and responds to pressure in a controlled manner. Maintains momentum and sustains effort despite criticism or setbacks.</td>
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<td>9</td>
<td>Demonstrated experience in the supervision, training, mentoring and performance management of a team of staff who provide a range of administrative support services to internal clients.</td>
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<td><strong>Desirable</strong></td>
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<td>10</td>
<td>Understanding of the legislative framework that applies to UQ or experience in working for a statutory body or government entity.</td>
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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](http://www.uq.edu.au/equity) for further information and points of contact if you require additional support. Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.