POSITION DESCRIPTION

Position Title: Operations Manager
Organisation Unit: Centre for Coal Seam Gas
Position Number: 3025813
Type of Employment: Fixed Term - until 31/12/2021
Classification: HEW Level 9

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 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 will have further success in this area as an important strategic aim going forward.

**Organisational Environment**

Australia’s onshore natural gas industry has expanded rapidly with the establishment of a new Coal Seam Gas-Liquefied Natural Gas industry in Queensland. In this evolving environment, The University of Queensland recognised a need for a coordinated access point to address the community, government and industry challenges.

The Centre for Coal Seam Gas (CCSG) was established in 2012 to conduct and support research and education within onshore gas, creating a scientific energy platform. The Centre conducts research and supports education in key discipline areas including economics, business, petroleum engineering, geosciences, water, ecology and social sciences. The Centre also provides independent advice to industry and government on policy or business-relevant matters, leadership on scientific and technical issues as well as strategic planning.

Led by the Centre Director, the Centre is managed by a core team who oversees its operations. Central to the team are five professorial research chairs who cover the areas of geoscience, petroleum engineering, groundwater and social performance. The Centre draws on the extensive research and educational capabilities across UQ’s schools and institutes and collaborates with industry and research organisations, nationally and internationally.

For more information about the Centre, please visit: https://ccsg.centre.uq.edu.au

The position will be located in the University’s Engineering, Architecture, and Information Technology Faculty (EAIT). Information about the Faculty may be accessed on the Faculty’s web site at https://www.eait.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

The University of Queensland Enterprise Agreement outlines the position classification standards for Levels A to E.
DUTY STATEMENT

Primary Purpose of Position

The primary purpose of this position is to lead and manage the delivery of Centre professional support services. The Operations Manager works with the Director to create and implement a coherent and robust model for operations to ensure stability and sustainability. The Centre is managed in the context of a fast-growing industry, with a fluid policy and regulatory environment. The industry will present with many short and longer term challenges and issues requiring independent high-quality research.

The Centre professional support services encompass financial and human resource policy and administration, risk management processes, the Centre’s intellectual property management process, marketing and communications program, information technology, facilities, space allocation and the implementation and management of Centre information.

The position acts as the primary link between the Centre and the Central Administration of the University, as well as ensuring the development of efficient communication and effective working relations with other Schools, Institutes and Faculties and with key external clients, research partners and stakeholders.

Duties

Duties and responsibilities include, but are not limited to:

Strategic Management, Policy Formulation and Planning Support

- Develop Centre policies, strategies and plans in conjunction with other senior staff, and lead the implementation of plans as agreed with the Centre Director, including the Centre annual Operating Plan;
- Track progress on the Centre annual Operating Plan;
- Work with the Centre Director to coordinate the completion of the Centre’s Annual Report;
- Develop linkages/relationships with potential new partners and collaborators of the Centre;
- Attend high level meetings with Federal and State Government and industry as required
- Investigate and develop options for government and industry funding, including drafting applications to specific program funding available;
- In consultation with the Centre Director, senior managers and staff, be responsible for the development of the Centre’s Risk Management Plan and participate in the identification, management and mitigation of risk;
- Represent and manage the Centre’s position on legal contracts and Intellectual Property issues;
- Advise the Centre Director on major internal or external policy changes and their implications for the Centre;
- Establish best practice systems and procedures to improve the effectiveness of the Centre’s operations;
- Establish and maintain effective working relationships with key internal clients and stakeholders of the Centre; and
- Develop a Centre commercialisation strategy with relevant senior university staff.
Financial and Resource Management

- Advise the Centre Director on budget strategies, financial and planning issues;
- Alert the Centre Director to potential problems and provide options to ensure operations are managed within approved budgets;
- Work with EAIT Finance to manage the Centre budget and related financial processes including the preparation of financial reports and analysis for submission to the Centre Director;
- Oversee the development of three year forward projections of Centre income and expenditure;
- Exercise financial delegation for the Centre;
- Manage the Centre’s physical infrastructure in consultation with the Centre Director, and EAIT Faculty Executive Manager;
- Coordinate Centre-level services such as IT, space allocation, development and refurbishment projects in conjunction;
- Act as Project Officer for all major CCSG building works;
- Source and/or create management information and benchmarking data on financial, HR, RHD students etc to contribute to decision-making at Centre level and to meet University requirements; and
- Oversee the provision of up-to-date information to research and professional staff and postgraduate students on current HR and administrative policies and procedures.

Human Resource Management

- Responsible for the supervision and management of professional staff in the Centre as agreed with the Centre Director;
- Provide advice and assistance to the Centre Director in relation to sensitive/difficult human resource matters;
- Establish succession plans for professional staff positions;
- Develop position descriptions, selection criteria and advertisements for all new senior staff positions in consultation with the Centre Director;
- Ensure induction processes across the Centre are working effectively;
- Chair or serve as a member on selection committees for professional staff appointments up to an equivalent classification level;
- Maintain close liaison with relevant University Human Resource staff;
- Oversee the preparation of documentation for appointment, reappointment and expiry of research and professional staff appointments as well as casual staff appointments; and
- Undertake effective Occupational Health and Safety (OH&S) measures to ensure compliance with the Workplace Health and Safety Act and related legislative requirements including provision of OH&S information, training and supervision, undertaking risk assessments, ensuring application of appropriate risk control measures, and implementation for a scheme of hazard and accident follow up.

Management of Centre Office and Leadership of Centre Administration

- Lead and manage the delivery of Centre professional support services;
- Monitor support services provided by EAIT including regular review of agreed service levels and performance benchmarks;
- Support the Centre Director with their commitments to internal and external forums including through analysis of information, preparation and collation of documentation, planning meetings and following up on required actions;
- Support the Director in key university meetings as required;
• Work with Research Manager to ensure Technical Advisory Group operates as per terms of reference;
• Undertake special projects for the Centre Director often involving complex matters and short time frames;
• Advise the Centre Director on University policy and ensure consistent implementation and compliance with all University-wide administration, policies and procedures;
• Manage change within the Centre to ensure the effective implementation of University and/or Centre initiatives;
• Represent and advocate for the Centre in key internal and external forums and committees;
• Contribute to University policy formulation and decision making through membership of committees, task forces, working parties etc;
• Coordinate and contribute to Centre Reviews in accordance with University policies and requirements; and
• Oversee the development and maintenance of the Centre’s website.

Other Duties

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

Reporting Relationships

The Operations Manager reports to the Centre Director and has a number of direct and indirect reports.
SELECTION CRITERIA

Essential

- Undergraduate degree in a Management, Commerce or Science discipline;
- Postgraduate qualifications in management or an equivalent combination of relevant experience and/or education/training;
- Experience in senior management roles which demonstrate the ability to deliver on the accountabilities of this position;
- Experience in financial management of a complex organisation;
- Experience and understanding of a range of organisational cultures;
- Knowledge of contract and IP management;
- Demonstrated ability to contribute to strategic planning and implementation strategies;
- Highly developed communication skills, particularly the ability to liaise and consult; to prepare reports and submissions; to negotiate and to manage change; and to communicate with diverse groups both within and external to the Centre;
- Exceptional ability to lead and manage the professional staff in a federated organisation; and
- Ability to act creatively and flexibly and to take initiatives without direction within established University and Centre policies and guidelines.

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.