POSITION DESCRIPTION

Position Title: Business Team Leader
Organisation Unit: AusCERT – Information Technology Services
Position Number: NEW
Type of Employment: Full Time Continuing
Classification: Hew Level 7

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 (60). 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 Division of Information Technology Services (ITS) at The University of Queensland provides an information environment that supports the teaching, learning, research and engagement objectives of the University and contributes positively to the student experience and the University’s reputation, in line with our values of Service, Team, Accountability and Results. It delivers network, systems and IT infrastructure support to the University, and application development.

Also located within ITS is the internationally recognised network security group, AusCERT, which provides Internet security services throughout Australia and New Zealand. ITS manages core networks not only for the whole of The University of Queensland but also works with other Queensland universities to manage access to the national university network (AARNet). ITS also operates research computing infrastructure and hosts many of the University’s largest servers.

For further information visit our website www.its.uq.edu.au and www.auscert.org.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

The primary objective of Business Team Leader, AusCERT (HEW 7) is to supervise the daily operations with regards to the AusCERT membership services, marketing, communications, training and events (including the annual AusCERT conference) while following strategic direction given by the General Manager.

Duties

Strategic Goals

- Strategic placing of communications, marketing and events and the promotion of the AusCERT brand.
- Work closely with the General and Operation Managers to assist in the development of strategic plans that deliver new and improve existing membership services to increase and grow AusCERT’s revenue base.
- Assist the General Manager to improve AusCERT brand recognition with The University of Queensland.
- Continue to grow revenue by coordinating AusCERT training and conferences.
- Build on sponsor and vendor relationships to further AusCERT’s partner network.
**General**

- Identify and coordinate speaking opportunities in the industry.
- Travel (intrastate, interstate and/or overseas) on AusCERT business as required.
- Supervision and rostering of staff relating to the business function of AusCERT.
- Apportioning duties and managing the delivery of membership services, including certificate services.
- Assist the membership team by resolving escalated issues from members. If required report any necessary escalations to the General Manager.
- Provide assistance to the membership team in regular generation of reports for key members of AusCERT.
- Manage vendor contracts associated with providing AusCERT Membership and Certificate Services.
- Supervise any additional casual staff as required in relation to the AusCERT Conference.
- An employee may be required to carry out other duties within the scope of the classification and within the limits of their skill, competence and training.

**Training and Events**

- Prepare budgets and ensure financial targets are met with regards to training and events.
- Manage relationships with outsource providers such as the PCO, venues, training facilities
- Work closely with the Events, Marketing and Communications Coordinator to ensure adequate team coverage of events and marketing tasks.
- Arrange participation in other Information Security conferences.
- Evaluation of sponsorship opportunities for industry events
- With regards to AusCERT held training courses ensure the consultant is provided with necessary promotional material.

**AusCERT Conference**

- Supervise the Events, Marketing and Communications Coordinator to keep the conference website up to date.
- Manage vendor relationships.
- Working with the General Manager and Events, Marketing and Communications Coordinator to ensure adequate team coverage of conference logistics.
- Ensure appropriate marketing and communication strategies are adhered to maximise profitability and sponsor / delegate attendance.
- Management of project plan.
- Management of budgets and ensure financial targets are met.
- Selling and coordination of sponsorship.
- Management of supplier relationships and contracts including PCO, venue, exhibition build, merchandise and AV.
- Oversee coordination of program and key speakers.
Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- 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

Some positions may require the incumbents to work rotating shifts with appropriate allowances, or on a rotating roster not involving shift work as such. Some positions may require the incumbent to be available on-call outside of working hours, subject to payment of the prescribed allowance and overtime penalties if necessary. While staff will have a campus nominated as their principal campus, they may be required to work at any University Campus subject to the Travel and Transfer Policy (http://ppl.app.uq.edu.au/content/5.43.09-transfer-and-travel-between-university-locations).

Organisational Relationships

The position reports to the General Manager, AusCERT and supervises staff ranging from HEW 4 to HEW 6.

SELECTION CRITERIA

Qualifications

Essential

- Bachelor’s degree in business, communications, marketing or a related field, and subsequent relevant experience; OR
- An equivalent combination of education, experience and training.

Knowledge and Skills

Essential

- Ability to provide valuable input with organisational strategic goals.
- High level interpersonal skills, including effective negotiation skills.
- Demonstrated high level written communication skills, including the ability to write event plans, sponsorship prospectuses and business proposals.
- High level of oral communication skills and demonstrated ability to liaise with management, technical staff, external organisations, the media and high profile speakers/personalities.
- Effective computing skills, including using online social media tools for marketing and communications.

Desirable

- Knowledge of the information security sector.
- Working knowledge of the Salesforce platform.
Experience

**Essential**
- Demonstrated experience in events management, including a profitable outcome and within budget.
- Demonstrated experience in devising and implementing marketing and communications strategies aligned with strategic goals.
- Demonstrated experience in managing a team and apportioning duties appropriately.
- Experience in strengthening relationships with key partners in the security industry.

Personal Qualities

**Essential**
- Independent worker and self-starter with an organised and methodical approach to tasks.
- An enthusiastic and friendly personality.
- Professional in work habits and personal presentation.
- A strong client service orientation.
- Must have an adaptable approach and the ability to handle pressure situations.

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.