POSITION DESCRIPTION

Position Title: Manager, Student Services
Organisation Unit: Aboriginal and Torres Strait Islander Studies Unit
Position Number: 3027096
Type of Employment: Full time, Continuing
Classification: HEW 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 well within the top 100 universities worldwide, measured through a number of major independent university rankings: the Academic Ranking of World Universities, Times Higher Education World University Rankings, US News Best Global Universities Rankings, QS World University Rankings and Performance Ranking of Scientific Papers for World Universities, and is indeed in the top 50 in some of these rankings. In 2013, UQ attracted more Australian Research Council funding than any other Australian university or research body.

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, and a founding member of Universitas 21, an international consortium of leading research-intensive universities. UQ is also the largest university in Queensland.

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 215,000-plus alumni. The University has more than 7,000 academic and professional staff and a $1.6 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.

Organisational Environment

The Aboriginal and Torres Strait Islander Studies (ATSIS) Unit was established at The University of Queensland in 1984, recognising the importance of support for Aboriginal and Torres Strait Islander students and engagement with the Indigenous community. The activities of the ATSIS Unit are guided by the objectives of The University of Queensland Strategic Plan. The ATSIS Unit strongly supports the celebration of Aboriginal and Torres Strait Islander cultures and recognises the enormous contributions that Aboriginal and Torres Strait Islander peoples and perspectives bring to UQ's Learning, Discovery and Engagement activities.

The ATSIS Unit has offices on the St Lucia and Gatton campuses and remote assistance is provided to students at other UQ campuses or locations.

All employees within the Aboriginal and Torres Strait Islander Studies Unit require a demonstrated understanding and acceptance of the Aboriginal and Torres Strait Islander identities and cultures.

The ATSIS Unit reports to the Office of the Pro-Vice-Chancellor (Indigenous Education), which is responsible for:

- leading the strategic development, implementation and monitoring of the whole-of-University approach to Indigenous Learning, Discovery and Engagement;
- strengthening leadership within the University in relation to Indigenous Education; and
- building links within the community.

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](http://www.uq.edu.au/current-staff/working-at-uq)

DUTY STATEMENT

Primary Purpose of Position

The primary role of the Manager, Student Services is to provide leadership to and oversee the continuing development and implementation of a comprehensive Student Services plan designed to increase recruitment, retention, and academic performance and graduation rates of Aboriginal and Torres Strait Islander students at the University of Queensland in line with the Operational Plan of the University.

Duties

Duties and responsibilities include, but are not limited to:
Strategic/Management
- Responsible for the development and implementation of a comprehensive Student Services Plan designed to increase recruitment, retention, and academic performance and graduation rates of Aboriginal and Torres Strait Islander students at the University of Queensland in line with the UQ Operational Plan;
- In consultation with the Pro-Vice-Chancellor (Indigenous Education) and Director, Aboriginal and Torres Strait Islander Studies Unit, provide policy recommendations to UQ committees (for example, Committee for Academic Programs Policy [CAPP]);
- Coordinate and supervise a team of staff to provide services and support for Aboriginal and Torres Strait Islander students across areas such as learning support, recruitment, alternative entry, orientation, first year transition, scholarships and financial opportunities, career, graduate employment and professional development, graduations and alumni relations;
- Manage workloads, professional development and performance of the Student Services staff in the Aboriginal and Torres Strait Islander Studies Unit;
- Represent the ATSIS Unit at specific events and activities, such as University committees and working groups, and meetings with industry, government and philanthropic partners;
- Develop and maintain liaisons and partnerships with:
  - Student Affairs Division and sub-units, including Student Services and the UQ Advantage Office;
  - Office of Prospective Students and Student Equity (OPPSE);
  - Academic Services Division;
  - Faculties and Schools;
  - External organisations including QTAC.
- Contribute to the overall direction of the Aboriginal and Torres Strait Islander Studies Unit as a senior team member;
- Represent the Director in their absence;
- Report regularly to the Director, Aboriginal and Torres Strait Islander Studies Unit on progress against the Student Relations Plan.

Student Engagement and Access
- Coordinate the administration of UQ’s Alternative Entry Program for Aboriginal and/or Torres Strait Islander students;
- Act as first point of contact for Aboriginal and/or Torres Strait Islander prospective students seeking advice on matters such as the University’s program offerings, the admission process, and alternative entry opportunities;
- Lead and participate in projects and events, e.g., University experience programs, Orientation, Open Day, career fairs.

Student Retention and Success
- Manage all UQ Aboriginal and Torres Strait Islander student service activities and student engagement;
- Act as a point of contact for Aboriginal and/or Torres Strait Islander students seeking academic or pastoral support and provide referrals;
- Provide advice and referrals regarding non-academic matters that affect Indigenous students’ academic programs;
- Provide pastoral care to Indigenous Australian students and referrals for tutoring and counselling as required;
- Supervise the Indigenous Tutorial Assistance Scheme – Tertiary Tuition (2015) staff to ensure that students access ITAS-TT tutoring appropriately and that ITAS-TT Guidelines are met;
- With the Director, Aboriginal and Torres Strait Islander Studies Unit, oversee the transition of ITAS-TT to Indigenous Advancement Strategy (IAS) funding and related staff and resourcing;
With the Director, ensure that the Aboriginal and Torres Strait Islander Studies Unit complies with the requirements of the Indigenous Advancement Strategy (IAS) funding;

Engage in on-going monitoring of student data to inform practice in the student retention and success area.

**Promotion and Liaison**

- Coordinate school visits to campus to promote study at UQ;
- Manage and promote the academic interests of Indigenous Australian students with UQ’s Schools and Faculties.

**Administration**

- Manage oversight of the maintenance of student records;
- Keep records of all student support activities;
- Contribute to routine reporting of student programs and support activities to the University and external funders;
- Ensure the currency and accuracy of Unit forms and processes related to student admission and retention;
- Undertake such other duties as required under the direction of the Director, Aboriginal and Torres Strait Islander Studies Unit.

**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

**Organisational Relationships**

The position reports to the Director, Aboriginal and Torres Strait Islander Studies Unit.
SELECTION CRITERIA

This is an identified position and the occupant must be of Aboriginal and/or Torres Strait Islander descent under sections 25 and 105 of the Queensland Anti-Discrimination Act 1991.

**Essential**

- Completion of a postgraduate qualification or progress towards postgraduate qualifications; or extensive experience and management expertise; or an equivalent combination of relevant experience and/or education/training.

- High level communication and interpersonal skills, including the ability to build and maintain positive relationships with a wide variety of people, including secondary school students, their parents/guardians, university staff and students, and Aboriginal and Torres Strait Islander communities.

- Demonstrated knowledge of the tertiary education environment and an understanding of the barriers, challenges and constraints that inhibit participation, successful performance and completion of tertiary level study for Aboriginal and Torres Strait Islander peoples. Knowledge of enablers for student retention, success and completion, and an understanding and acceptance of the diversity of the Aboriginal and Torres Strait Islander identities and cultures.

- Demonstrated supervisory and staff management experience, including experience in leading a team of professional staff, towards meeting specific deliverables within designated timeframes.

- Knowledge of the legislative framework that informs funding and program parameters.

- A working knowledge of the UQ environment, and its systems and processes that relate to student participation, retention and completion.

- Ability to devise practical recommendations from student data and feedback.

- High level computer literacy skills including familiarity with using the Microsoft Office suite of programs, including Word, Excel, Powerpoint and database management.

- Demonstrated ability to plan, coordinate and carry out complex plans, projects and services, including the ability to show initiative, meet deadlines, assess operational needs, priorities and tasks, and to operate effectively with limited supervision.

- Demonstrated high level analytical, evaluation and problem-solving skills.

- High level interpersonal, relationship management and negotiation skills.

**Desirable**

- Event management/organisation experience.

*Confirmation of Aboriginality and/or Torres Strait Islander must accompany your application.*