POSITION DESCRIPTION

Position Title: Strategic Partnership Manager
Organisation Unit: Executive Education, UQ Business School
Position Number: TBA
Type of Employment: Continuing – Full Time
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 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 UQ Business School is located on the St Lucia campus with a staff of approximately 190 academic staff and 75 professional staff. The School has a presence in the Brisbane central business district at 293 Queen Street where it offers core MBA courses and provides executive education and function facilities.

The School has seven main areas of academic strength represented by discipline clusters – accounting and accountability; business information systems; finance; management; marketing; strategy; and tourism.

Currently, the School has over 10,000 students enrolled in its programs: approximately 7000 at undergraduate level; 3,000 at postgraduate coursework level; and around 160 in research higher degree programs. Approximately one-third of the student body are international students, mostly from the Asia-Pacific region. The tourism cluster offers undergraduate and postgraduate programs in tourism, hospitality and events management.

The School’s mission is to achieve national and international recognition as being among the best research intensive business schools in the Asia-Pacific region. The School carries AACSB International and EQUIS accreditation – the first school in Australia to receive AACSB and EQUIS accreditation across the full range of programs. The School also carries UNWTO accreditation and is the only School in Australia to hold such accreditation. The School enjoys strong research links with leading international research schools.

Information about the Faculty and the School may be accessed on the Faculty’s web site at https://bel.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

DUTY STATEMENT

Primary Purpose of Position

The Strategic Partnership Manager is responsible for growing, managing and nurturing existing executive education client and participant relationships; as well as coordinating client business proposal requests.

Duties

Duties and responsibilities include, but are not limited to:

1. Responsibility for strategic management and organic growth of the existing client portfolio with the objective to enhance Executive Education product and service
offerings to existing clients.

2. Develop proposals for existing client base and effectively engage in contract negotiations and agreements to optimise mutually beneficial and revenue generating relationships.

3. Responsibility for successful client and/or participant engagement and relationship management.

4. In consultation with the Business Development Manager and/or other stakeholders, engage and communicate areas of opportunity with clients, with respect to new and/or enhanced offerings within the product and/or service pipeline.

5. Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors, which includes providing assistance and support in addressing and/or escalating client requests and issues where relevant.

6. Oversee the timely and successful delivery of learning and development solutions according to client needs and objectives, engaging with potential facilitators and negotiating costs within the program budget to ensure profitable delivery of programs.

7. Effectively develop and facilitate presentations to senior executive clients on product and service offerings, enhancements and new solutions.

8. Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders.

9. This role may require domestic and international travel, and out of hours work.

10. Any other duties as reasonably directed by the relevant line management.

**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 the Director, Executive Education, and has no direct reports.

**SELECTION CRITERIA**

1. Postgraduate qualifications or progress towards postgraduate qualifications in Business Administration, Organisational Psychology, Organisational Development or
related field, coupled with demonstrated experience in managing corporate account management in areas such as organisational or individual capability development; or an equivalent combination of relevant experience and/or education/training.

2. Proven track record of client/account management within a B2B operating framework, and designing bespoke learning solutions to optimise mutually beneficial and revenue generating relationships, and achieve high performing sales targets and goals.

3. Sound business acumen, incorporating excellence in communication, interpersonal, and presentation skills.


5. Confidence and capability in networking and fostering stakeholder engagement and relationship management.

6. Relevant knowledge and application of project management fundamentals, incorporating change and communication.

7. An appreciation of the higher education operating context would be highly regarded.

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.