POSITION DESCRIPTION

Position Title: Faculty Operations Manager
Organisation Unit: Faculty of Medicine
Position Number: TBA
Type of Employment: Full-time, Continuing
Classification: HEW Level 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.

Faculty of Medicine

The Faculty of Medicine is an internationally recognised provider of world-class education and research. A research-intensive Faculty, we have a gross budget in excess of $300M, employ approximately 1,500 continuing and fixed-term staff (headcount), have a community of more than 4,000 non-salaried academic appointees and teach around 4,000 full-time equivalent coursework students (EFTSL).

We offer Australia’s largest medical degree program for graduates and school-leavers and undergraduate and postgraduate programs are available in the disciplines of Medicine, Biomedical Sciences, Public Health, Health Sciences, eHealth, and Mental Health.

The Faculty of Medicine possesses enormous strengths spanning research, teaching, industry engagement and clinical practice in disciplines ranging from the basic sciences, biomedical research and development, to clinical trials and public health. Research projects have already led to discoveries with far-reaching social and economic impacts, including the revolutionary Gardasil (TM) vaccine for cervical cancer (Professor Ian Frazer) and a drug discovery EMA401 (Professor Maree Smith), a first-in-class oral treatment for chronic pain, which through Spinafex Pharmaceuticals led to Australia’s largest biotechnology commercialisation deal. Faculty staff include three highly cited authors, one Fellow of the Royal Society (FRS), three Fellows of the Australian Academy of Science (FAA) and 12 Fellows of the Academy of Health and Medical Sciences (AAHMS). The Faculty is a core member of Brisbane Diamantina Health Partners, the Brisbane wide academic health science system.

Educational offerings in biomedical sciences, medicine and public health are informed and supported by research activity across a range of fundamental and clinical areas of importance including recognised strengths in cancer, skin diseases, brain and mental health, maternal and child health and genomics. Cutting-edge facilities such as the Herston Imaging Research Facility (HIRF), the UQ Centre for Clinical Research (UQCCR), our laboratories in the Translational Research Institute (TRI) and the new Centre for Children’s Health Research (CCHR) enable outstanding research outcomes and sharpen our understanding of cancer, autoimmunity, mental disorders, infectious diseases and neurological disease. Further detail is available at www.mbs.uq.edu.au.

We discover. We innovate. We lead.

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 Faculty Operations Manager is responsible for the management of administrative functions within the Faculty of Medicine and Biomedical Sciences, leading a team of administrative staff to ensure efficient and effective support to executives across the Faculty.

The position holder will work closely with the Faculty's Senior Executive Team and Senior Managers to ensure effective operation of executive support and general administration within the Faculty and play a leading role in the management of initiatives related to the wider Herston Campus. The Faculty Operations Manager provides the primary interface between administrative support staff within the Faculty the Senior Executive Team and School and Faculty Senior Managers.

Duties

Duties and responsibilities include, but are not limited to:

- Manage and lead the Faculty’s team of administration staff, ensuring effective standards of service in the areas of reception, general administration and executive support;
- Ensure consistent review of staffing levels with respect to current and future operating environments, ensuring sufficient coverage during periods of leave, leave planning, training requirements, professional development, succession planning and workforce planning;
- Establish and maintain a culture of continuous business improvement within the faculty general administration and executive support functions;
- Develop and monitor standards of service performance of the administration team in consultation with clients in receipt of such services, ensuring key performance indicators are met;
- Undertake projects as directed by the Faculty Executive Manager to support strategic initiatives identified by the Faculty's Senior Executive Team;
- Coordinate and lead programs of change, particularly those with an impact on the delivery of administrative services;
- Create, maintain and develop effective relations with the Faculty of Health and Behavioural Sciences colleagues and coordinate the management of the Herston Campus Management Group on the Herston Campus and identify opportunities for inter-faculty collaborations;
- Lead the establishment of a positive culture, coordinating initiatives such as the Social Club and Peer Recognition Group activities, monthly staff meetings and functions, supporting the development of new initiatives where appropriate;
- Manage Faculty Office space occupancy, coordinate relocations and small to medium infrastructure projects in conjunction with the Faculty Executive Manager, Faculty Facilities Manager and other senior staff on the Herston Campus;
- Manage Faculty Office physical resources and assets, such as equipment, furniture, computer renewal schedule, physical files, storage and disposal in accordance with UQ
policies. Develop local systems for tracking of such assets where a UQ corporate system does not exist;

- Manage the whole of Faculty computer and multi function device rolling replacement program.
- Coordinate the meetings for the FoM professional staff senior leadership group.
- Work in collaboration with HR and other relevant function leads on the ongoing management and administration of FoM’s onboarding program.
- Oversee processes related to parking, maintenance and general enquiries associated with the Faculty’s operations on the Herston Campus, developing effective working relationships with Central organisational units, such as UQ Properties & Facilities and UQ Traffic & Parking;
- In collaboration with the Legal Office, negotiate and manage contracts for services;
- Coordinate responses to whole of University initiatives, such as UniForum, Annual Space Audits and the Annual Insurance Audit.

**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 Faculty Executive Manager, Faculty of Medicine.
SELECTION CRITERIA

Essential

- Postgraduate qualification with at least three years' subsequent experience (preferably in a tertiary environment or an organisation with a similar administrative framework), or extensive experience and specialist expertise or broad knowledge in technical or administrative fields, or an equivalent combination of relevant experience and/or education and/or training.
- Demonstrated experience in managing facilities, space and operations.
- Detailed knowledge or the ability to rapidly acquire detailed knowledge, of University operations, policies and procedures.
- Demonstrated project management skills, including the ability to set and manage competing complex priorities.
- Demonstrated focus on stakeholder management and delivery of organisational outcomes.
- Demonstrated ability to manage and lead with the ability to motivate staff in a changing environment.
- Proven strategic thinking, analytical and problem solving skills including the ability to conceptualise, establish and implement new policies, procedures and initiatives.
- Demonstrated interpersonal skills with proven negotiation skills. Must be able to develop and maintain strong professional relationships.
- A high degree of professional judgement is required along with the ability to analyse risks and recommend and implement corrective action.
- Proven ability to be innovative and intuitive in approach.

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.