POSITION DESCRIPTION

Position Title: Operations Manager
Organisation Unit: UQ Poche Centre for Indigenous Health
Position Number: 3040159
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 CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $2.15 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+.

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

Faculty of Health and Behavioural Sciences

The Faculty of Health and Behavioural Sciences (HABS) is a world-class Faculty that has a coherent focus on health, well-being and behaviour change, underpinned by a strong commitment to interprofessional education and interdisciplinary research.

The Faculty presently consists of six schools and six research centres, viz:

- School of Dentistry
- School of Health and Rehabilitation Sciences
- School of Human Movement and Nutrition Sciences
- School of Nursing, Midwifery and Social Work
- School of Pharmacy
- School of Psychology
- Centre for Youth Substance Abuse Research (CYSAR)
- RECOVER Injury Research Centre
- Queensland Alliance for Environmental Health Sciences (QAEHS)
- Centre for the Business and Economics of Health
- UQ Poche Centre for Indigenous Health
- Southern Queensland Rural Health (SQRH)

More information about the Faculty is available at habs.uq.edu.au.

The Poche Centre for Indigenous Health

The Poche Centre for Indigenous Health at The University of Queensland (UQ) was established following a $10 million donation to UQ from Mr Greg Poche AO and Mrs Kay van Norton Poche. The Centre is part of the national Poche Indigenous Health Network, together with Poche Centres at the University of Melbourne, the University of Sydney, the University of Western Australia and Flinders University in Adelaide and Alice Springs.

The UQ Poche Centre for Indigenous Health has an urban Indigenous health focus. It addresses two key challenges and concentrates UQ’s Indigenous and health expertise towards:

1. Developing a skilled and available workforce, both Indigenous and non-Indigenous, to respond to the challenges in Aboriginal and Torres Strait Islander health, through:
   a. Supporting clinical placements in Poche Centre partner organisations such as the Institute for Urban Indigenous Health
   b. Developing pathways for Aboriginal and Torres Strait Islander people to undertake higher degree research studies in Indigenous Health focused on urban health issues contributing to development of curricula for both Indigenous and non-Indigenous students, researchers and practitioners working in Indigenous health.
2. Improving urban Indigenous health outcomes across the life course, through:
   a. conduct of high quality research, in collaboration with primary care providers and other stakeholders that responds to needs identified by Indigenous communities. The Centre's research focus is on improved models of health service delivery to urban Indigenous people, with a major emphasis on prevention and education, across the life-course – maternal and child health, the health of young people, and the health of adults and older persons; and
   b. encouraging Aboriginal and Torres Strait Islander undergraduate students into postgraduate research programs and supporting the development of Indigenous researchers.

A key partner in the activities of the UQ Poche Centre is the Institute for Urban Indigenous Health with whom UQ has a formal agreement.

More information about the UQ Poche Centre is available at http://poche-centre.uq.edu.au/

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available online.

DUTY STATEMENT

Primary Purpose of Position

This position is a vital, ongoing position that, along with the Director will facilitate the growth of the Centre in accordance with the budget and agreement for the Poche Centre for Indigenous Health. The Poche Centre Operations Manager will act as the primary administrative link between the University and key external clients and stakeholders, involving the management of complex relationships and projects across the health and tertiary sectors, Indigenous communities and UQ senior executive, academic and professional staff.

The position is responsible for leading and managing the delivery of the Centre's business operations and administration, and works closely with functional leads within the Poche Centre and HaBS Faculty to achieve this. These service areas encompass financial and human resource administration, internal and external reporting, administrative support to the Centre’s governance and advisory committees, overseeing research administration, IT requirements, OH&S and facilities. The position also acts as a primary link between the Centre, Faculty, University Central Administration and external stakeholders as appropriate.

Duties

Duties and responsibilities include, but are not limited to:

Strategic Management, Governance and Agreements

- In conjunction with the Director and other senior Poche Centre staff, contribute to the overall leadership of the UQ Poche Centre;
- Contribute to UQ and Poche Centre strategies and their implementation relevant to Aboriginal and Torres Strait Islander people, health and research in conjunction with the Director and other senior Centre staff and support the implementation of plans;
- Provide high level advice and support to the Centre's governance structure;
Advise the Director and Centre staff on major internal or external policy changes and their implications for the Centre;

Contribute to, and facilitate agreements between the Centre and external partners,

Undertake special projects, including benchmarking activities, for the Centre’s senior management which may involve complex matters and short time frames;

Coordinate submissions (for example research grants and tenders) to external agencies; including working closely with Faculty Research Partnerships Managers as appropriate and liaising with necessary parties to assist with managing the contract process.

Represent the Centre and the University, as required, on relevant internal and external committees relating to the business of the Centre;

Actively contribute to the University’s promotion of Indigenous students and staff in a manner consistent with the University’s Strategic Plan and Reconciliation Action Plan.

Management of Centre Office and Leadership of Operational Activities

- Manage the delivery of Centre professional support services including high level advice and support to the Centre’s management and advisory committees;
- Advise the Director on budget strategies, financial and planning issues and raise alerts on perceived problems and their potential solutions to ensure the Centre is managed within approved budget;
- Manage the human resource requirements for the Centre under the direction of the Centre Director. This includes liaison with the HaBS HR Client Services team to enable the preparation of staff position descriptions and advertisements for recruitment, appointment and resignation processes, and retention and performance processes;
- In consultation with the Centre Director and other relevant staff, support the Centre’s research activities including overseeing the administrative and financial aspects of the preparation of grant/funding applications and reporting, and providing advice on the terms and conditions governing the funding;
- In consultation with the Centre Director and other relevant staff, support the Centre’s outreach and workforce development activities including coordinating programs and projects, preparing reports and implementing the terms and conditions of funding agreements;
- Provide oversight for Poche research administration matters for the Centre Director and with other senior staff including the provision of advice and guidance to academics and Higher Degree Research students to assist them to meet their obligations in regard to the conduct of research, including human and animal ethics, conflicts of interest.
- Manage and deliver the reporting function of the Centre including coordinating the preparation of the Centre’s annual report, reports to the donor and other funding bodies and internal reports as required;
- Advise the Centre senior management team on University policy and ensure consistent implementation and compliance with all University-wide administration, policies and procedures;
- Represent and advocate for the Centre in key internal forums and committees;
- In consultation with the Centre Director and HaBS Marketing and Communications Manager, oversee the Centre's marketing activities including the development and maintenance of the Centre's website and social media channels;
• Coordinate Centre-level services such as IT, space allocation and physical infrastructure as required;
• Establish and manage best practice systems and procedures to improve the effectiveness of operations;
• Any other duties as reasonably directed by the Director.

Other
• Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
  o The University’s Code of Conduct.
  o 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.
  o The adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures.
  o 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
This position reports to the Director of the UQ Poche Centre for Indigenous Health and has a functional reporting line to the HaBS Faculty Executive Manager.

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

• Completion of an undergraduate degree with at least four years subsequent relevant experience in academic and office administrative fields; or an equivalent combination of relevant experience and/or education/training.
• A demonstrated knowledge and understanding of Indigenous societies and cultures and the legislative and regulatory frameworks which relate to Aboriginal and Torres Strait Islander health in Australia.
• Excellent planning and organisational skills, including a demonstrated ability to multi-task, prioritise, establish work priorities, consistently deliver on goals and meet timelines.
• Accomplished interpersonal skills including a demonstrated ability to liaise and consult and sensitively negotiate issues and manage change.
• Demonstrated verbal and written communication skills and the ability to draft policy documents, briefings and reports and communicate effectively with staff at all levels.
• Working knowledge of the Higher Education sector.
• Proven ability to contribute to administrative systems, budget formulation and review, operational planning and implementing programs, policy, procedures and processes to increase the operational efficiency and effectiveness of an organisational unit.
• Demonstrated ability to lead and influence discussions and build effective collaborations across multiple stakeholders including in Aboriginal and Torres Strait Islander contexts, and in a way commensurate with the objectives of the Poche Centre for Indigenous Health and the vision, mission and values of the University.
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 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 recruitment@uq.edu.au.