

## POSITION DESCRIPTION

<b>Position Title:</b>	Office Manager
<b>Organisation Unit:</b>	Property and Facilities Division
<b>Position Number:</b>	
<b>Type of Employment:</b>	Continuing, full-time
<b>Classification:</b>	Hew 6

## 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 (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45<sup>th</sup> 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 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a \$1.75 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://uniquet.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 Property & Facilities Division (P&F) is responsible for delivering comprehensive facilities operations to the University community by using integrated systems and services to support the University's teaching and learning, research endeavours and strategic objectives. To achieve this, and to further improve the environment in which members of the University community study, work and live, P&F provide a range of services of Campus Operations, Infrastructure and Sustainability, Planning and Property and Project Delivery.

The Administration team provide high level support to the Executive and senior management team of Property and Facilities, as well as providing overall support to the broader Property and Facilities Division in all areas of administrative support.

Further information about the Property and Facilities Division may be accessed on the Division's web site at <http://www.pf.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 Office Manager is responsible to provide a high level of administrative and executive support to the Property and Facilities Director, Associate Directors and to the broader Property & Facilities Division. This position is responsible for the leadership, management, mentoring and support of a small team of Administrative support staff and to ensure the effective day-to-day operations of the Administration team.

### **Duties**

Duties and responsibilities include, but are not limited to:

### **Client Focused Strategy and Planning**

- Prepare and develop appropriate documentation of systems and processes to the agreed documentation standards (consistent, repeatable & sustainable processes), ensuring system documentation is current, effective and relevant for target audience, and is communicated to all relevant staff.
- Design and review business processes, in consultation with relevant staff, to meet the identified business requirements.

### **Operational Service Delivery Excellence**

Provide high level administrative support to the Director and Associate Directors within P&F, including:

- Assist in the preparation, formatting and quality checking of written correspondence, briefing papers, reports and documentation. This includes maintaining efficient local filing and records management systems;
- Coordination of committees, meetings and events including venue arrangements, agendas preparation and distribution, minutes and other duties as required;
- Management of the Director's and Associate Directors correspondence including distribution to appropriate staff and monitoring and following up as required;
- Coordinating travel arrangements (domestic and international) and associated processes for the Director and Associate Directors as required;
- Coordination for all facilities management benchmarking reports, both internal and external, for example, TEFMA, UniForum and Go8.
- Raise requisitions for payment of invoices and reconcile credit card payments and ensure appropriate financial record keeping;
- Manage the Division's Service Level Agreement (SLA) with Information Technology Services ensuring that all divisional requirements are met.
- Undertake special projects as directed.

#### **Aligned Leadership and Team Collaboration**

- Provide overall performance management of the team, ensuring clear accountabilities, objectives and metrics are in place, and ongoing coaching and feedback is focused on achieving continuous improvement and a performance culture.
- Work with Central Human Resources and relevant supervisors to assist in the coordination of new recruitment and selection activities;
- Coordinate and conduct local inductions for Property and Facilities staff and coordinate departure procedures in conjunction with relevant supervisors;
- Any other duties as reasonably directed by your supervisor

## **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, Property and Facilities and supervises a small administrative team.

## SELECTION CRITERIA

### Essential

- Completion of a degree with subsequent relevant experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated ability to contribute and provide high-level support to the work of a senior management team within a complex organisational environment.
- A high level understanding of a large and complex institution's facilities management operations, client relationships and its interactions across the organisation.
- Demonstrated experience in using and understanding complex business and facilities management systems, preferably within a large organization.
- Demonstrated experience in the management, supervision, training, mentoring and performance management of a group of staff who are managing and resolving a range of issues to provide high quality services to clients.
- High-level analytical skills including demonstrated ability in analysis and interpretation of detailed and complex information to identify issues and solve problems.
- Self-motivated with the ability to work and act both independently and within a team, exercising initiative and managing numerous work priorities in a fast-paced environment.
- Demonstrated excellent interpersonal skills, with the ability to communicate, collaborate, consult and negotiate with staff at all levels, as well as with external agencies.
- Excellent attention to detail and high-level written communication skills including the ability to produce clear, concise and accurate reports, briefing papers and submissions based on research and analysis that provide advice in relation to policy, strategy and operational matters to ensure consistent high quality outputs.
- Demonstrated qualities of acting with tact, discretion, confidentiality and professionalism at all times.

### Desirable

- A thorough understanding of University capital development processes and associated approval processes and committee frameworks;
- Previous experience working in a large, complex organisation, ideally in higher education or the public sector.
- A good understanding and awareness of the operational environment within and outside UQ and current issues in Australian higher education.

**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 UQ Recruitment at [recruitment@uq.edu.au](mailto:recruitment@uq.edu.au)**

