POSITION DESCRIPTION

Position Title: Service Improvement Manager (Careers)
Organisation Unit: Student Employability Centre
Position Number: NEW
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 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

The Deputy Vice-Chancellor (Academic) (DVCA) is a member of The University’s senior executive and is responsible for the University’s commitment to providing high-quality teaching and learning, and enhancing the UQ student experience.

The Student Affairs Division falls within the DVCA portfolio, which brings together central units that provide operational, corporate, and pastoral support for all aspects of the student lifecycle.

The Division is a key driver in enhancing the UQ student experience, and retention, success, and employability. It has two operational arms: the Student Services Directorate, and the Student Employability Centre. The Division also manages the University’s day-to-day relationship with UQU, and student accommodation providers, and works with UQ Health Care to ensure medical service provision for students.

The Student Employability Centre is custodian of the Employability Award and coordinates and promotes a wide range of activities across UQ that empower students to enhance their employability including: global mobility; entrepreneurship and innovation; volunteering and mentoring; summer and winter research experiences; and leadership development opportunities.

The Centre enhances student employability through a focus on experiential learning, ensuring that students can capitalise on the benefits of UQ’s diversity, research reputation and capacity, international partnerships, and strong links with industry and the professions. The Centre also provides financial supports to enable students to access experiences, as well as supports to translate, articulate, and transfer these experiences into the workplace.

The objective of the Student Services Directorate is to provide a range of services and support functions that enhance the student experience and assist in ensuring student success.

The current initiatives run by Student Services fall into a number of areas:

- **Advice Teams** | The focus is on enabling student success through providing general and specialist support including accommodation, disability and inclusion, general welfare and international student advice.

- **Learning Development Team** | The focus is on supporting student success through online, group and one to one initiatives to enhance academic and learning skills for students.

- **Counselling Team** | The focus is on providing an opportunity for enrolled students to access professional counselling so that they may better develop and fulfil their personal, academic and professional potential.

- **Student Experience Teams** | The focus is on delivering projects that help students make connections and partnerships that enhance their experience at UQ. The work of this team will provide opportunities for students to build a sense of belonging and support within UQ.

Services are delivered across the St. Lucia, Gatton and Herston campuses.
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 will develop and deliver services that empower students to articulate their value in changing and challenging future work environments, making them career capable graduates. In collaboration with a range of internal and external stakeholders, the successful candidate will continue to build and progress future focused career development learning and advisory services, taking into consideration workforce planning trends, government policy developments, and industry and discipline specific needs and expectations.

Duties

Duties and responsibilities include, but are not limited to:

- Provide expert analysis to academic and professional staff on workforce planning and recruitment practices, as they relate to the future world of work, to inform career development learning and advisory service provision across the institution
- In collaboration with key stakeholders develop and continuously improve career advisory services for students in curricular, co-curricular, and extracurricular spaces, identifying improvements and alternate solutions to increase engagement and efficacy
- Identify and develop appropriate data sources and analysis to enable students to situate and articulate their value to industry in rapidly changing environments, including workforce planning trends, producing internal and external data sets as required
- Establish meaningful performance measures and feedback mechanisms to monitor service levels and evidence impact, developing policies, systems, and team structures necessary to deliver the highest level of service for internal and external stakeholders
- Management of relationships with key industry partners and graduate recruiters in partnership with Faculties, DVC(EE), DVC(R), and COO portfolios
- Monitor and prepare budget summaries relating to delivery of student career development learning and advice, including major event schedules, and act as a financial delegate for the portfolio within set limits
- Overall management responsibility for the delivery of career development learning and advisory services, including Faculty based career advisory staff, maintaining high levels of stakeholder satisfaction and service through efficient workload management and effective performance management
- Represent the university at relevant external events, and undertake 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
Organisational Relationships

The position reports to Senior Service Improvement Manager, Student Employability Centre.

SELECTION CRITERIA

- Completion of a postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience or extensive experience and management expertise or an equivalent combination of relevant experience and/or education/training
- Experience managing a team of people to deliver effective and efficient student-centred services, with the ability to prioritise workloads in a high-pressure environment, work independently and proactively, and meet deadlines.
- Demonstrated ability to manage, report, and analyse complex data sets, producing recommendations for service improvements, and prioritise such across a complex organization to deliver agreed service expectations. Understanding and experience of analysing workforce planning data would be particularly desirable in this regard.
- Strong interpersonal and relationship management skills, including experience of customer relationship management databases, and the ability to work collaboratively with internal and external stakeholders to achieve shared aims and objectives
- Demonstrated ability to develop clear project plans and timelines, regularly communicate with stakeholders including project team members and monitor project progress maintaining within budget and required standards
- Experience supporting staff and/or students in the use of educational technologies to facilitate teaching and learning, including the design and delivery of career development learning and advisory services
- Sound knowledge and understanding of current issues in the Australian higher education sector including the student experience, retention and success, and employability issues faced by students and graduates nationally and internationally

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.