APPOINTMENT OF ASSOCIATE DIRECTOR, PEOPLE SERVICES

INFORMATION FOR CANDIDATES
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THE UNIVERSITY OF QUEENSLAND

For more than a century, The University of Queensland (UQ) has maintained a global reputation for creating positive change by delivering knowledge leadership for a better world.

UQ ranks among the world’s top universities, as measured by several key independent rankings, including the CWTS Leiden Ranking (32)*, the Performance Ranking of Scientific Papers for World Universities (43), U.S. News Best Global Universities Rankings (45), QS World University Rankings (48), Academic Ranking of World Universities (55), and Times Higher Education World University Rankings (65).

At UQ, we’re changing the way higher education is imagined and experienced. Our students enjoy innovative and flexible learning options, diverse and dynamic partnership opportunities, and an integrated digital and campus learning environment.

More than 52,000 students, including the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students, study across UQ’s three beautiful campuses in South East Queensland at St Lucia, Herston and Gatton. They include more than 16,400 postgraduate and about 15,400 international students who contribute to a diverse, supportive and inclusive campus community.

With a strong focus on teaching excellence, having won more national teaching awards than any other Australian university, UQ is committed to providing students with the best opportunities and practical experiences during their time with us, empowering them with transferable knowledge and skills that will prepare them to exceed expectations throughout their careers.

In December 2017, UQ celebrated its 250,000th graduate joining its global alumni network, which includes approximately 13,800 PhDs and spans more than 170 countries.

UQ’s six faculties, eight globally recognised research institutes and more than 100 research centres attract an interdisciplinary community of 1500 scientists, social scientists and engineers who champion research excellence and continue UQ’s tradition of research leadership. This is reflected in UQ being awarded more Australian Research Council funding ($25.8 million) for fellowships and awards commencing in 2017 than any other Australian university.

UQ has an outstanding track record in commercialising innovation, with major technologies employed across the globe and gross product sales of more than $15.5 billion.

In 2018, UQ was ranked first in Australia by the prestigious Nature Index tables, and 110th overall in the world.

UQ is one of only three Australian members of the global Universitas 21; a founding member of the Group of Eight (Go8) universities; a member of Universities Australia; and one of only three Australian charter members of the prestigious edX consortium, the world’s leading not-for-profit consortium of massive open online courses (MOOCs).

UQ employs more than 6600 academic and professional staff (full-time equivalent) and has a $1.75 billion annual operating budget.

* CWTS Leiden Ranking 2018 measured by the Impact Indicator P(top 10%), ordered by P(top 10%) with fractional counting
GOVERNANCE

The University is governed by a 22-member Senate representing University and community interests. Senate is led by a Chancellor and Deputy Chancellor. The Senate has delegated to the Vice-Chancellor many of its powers under the *University of Queensland Act 1998* to appoint staff, manage and control University affairs and property, and manage and control finances.

[uq.edu.au/about/governance](uq.edu.au/about/governance)

STRATEGIC DIRECTIONS

The University of Queensland sets its agenda within a truly global context. It is a university that is connected with the global community, addressing the issues that are impacting on the modern world. UQ’s aim is to attract the best minds of today, and to develop and support the leaders of tomorrow. The University has an ongoing commitment to strengthening its impact and reputation by building greater research capacity and through the delivery of high quality teaching and learning programs.

The 2018–2021 period will be a challenging and exciting time as the University adapts to a rapidly changing environment. Our plan encapsulates a commitment to remaining comprehensive while emphasising the importance of collaboration, diversity and partnered innovation as a critical means of solving complex global challenges.

We will transform our students into game-changing graduates ensuring that they are not only prepared to succeed in their chosen pathway, but will also provide the leadership necessary to create change.
The University of Queensland positively influences society by engaging in the pursuit of excellence through 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.

Transforming students into game-changing graduates through excellent teaching, support, and exposure to world-leading research is a focus of UQ’s Strategic Plan 2018–2021. The world is changing at a breakneck pace, and it is vital that we prepare our students to not only adapt to this change, but also to make a positive impact on society and collectively build a beneficial global legacy. Evidence-based knowledge, the ability to work collaboratively to solve complex problems, and a passion for innovation will be essential attributes for our students, regardless of the exact future shape of society. UQ’s Strategic Plan 2018–2021 focuses on graduate employability, collaboration and diversity and inclusivity.

UQ’s Strategic Plan 2018–2021 is available to download from the following website:

about.uq.edu.au/strategic-plan

OUR VALUES

Pursuit of excellence
We strive for excellence, seeking to apply the highest standards to benefit our communities.

Creativity and independent thinking
We welcome new ideas from our staff and students as well as from our alumni and our external partners. We support intellectual freedom, courage and creativity. We encourage the pursuit of innovation and opportunities.

Honesty and accountability
We act with integrity and professionalism and uphold the highest ethical standards. We are committed to transparency and accountability. Our decisions ensure responsible stewardship of the University’s resources, reputation and values. We lead by example in all areas including our approaches to sustainability.

Mutual respect and diversity
We promote diversity in the University community – through our people, ideas and cultures. We create a vibrant, inclusive environment in which ideas flourish and future generations, regardless of background, are empowered. We respect our colleagues and work together for shared success.

Supporting our people
UQ ensures the safety and wellbeing of our people. We create an inclusive and supportive university community in which achievements are celebrated and rewarded. Our people have the opportunity to enrich their lives and pursue their goals.
The UQ Leadership Framework identifies seven key capabilities that define leadership in the UQ context. The framework aligns with UQ's strategic direction, and mission, vision and values.

**Achieves results and drives accountability**
Leaders ensure engagement and performance, and motivate and empower others to achieve results.

**Communicates and collaborates with influence**
Leaders engage others in open and honest dialogue about important issues and actively seek common interests and goals.

**Exemplifies personal credibility and integrity**
Leaders strive for personal achievement and are visibly proactive and ethical in their dealings with others.

**Fosters learning, inquiry and innovation**
Leaders nurture an environment that allows for multiple perspectives and challenges assumptions, and model openness to new ideas.

**Purposefully leads change**
Leaders initiate and lead change and improvement agendas, modelling behaviour that embraces innovation and change.

**Thinks and works strategically**
Leaders create and communicate a clear direction for the future, aligned with UQ’s vision.

**Values people and builds culture**
Leaders create a positive, constructive workplace where people feel connected and valued.
Human Resources at UQ is responsible for enabling achievement of the University’s strategic ambitions through attracting, developing and retaining talented, engaged and high performing staff. This, in turn, enables University staff to better support our current and future students.

Human Resources provides high quality human resource management guidance and expertise, through effective policy development, constructive advice and efficient administrative services.

The key specialist service areas of Human Resources are:

- People Services
- HR Client Services
- Workplace Relations
- Workplace Diversity and Inclusion
- Organisational Leadership and Development
- HR Systems and Business Analysis

The University has a single payroll with an average of 13,000 full time, part time and casual staff each fortnight, with over 18,600 ATO payment summaries issued in 2018 financial year.

Human Resources at UQ operates within a highly devolved environment, with Human Resources staff located in Faculties, Research Institutes and Centrally, across St Lucia, Gatton, and Herston. Information about Human Resources at The University of Queensland may be accessed at the University’s HR website: professional-services.uq.edu.au/human-resources

Data entry for position, appointment, banking and tax details is performed by HR staff located in the Employee Services team under the People Services Unit.
We are embarking on an improvement to the way that Human Resources is delivered at The University of Queensland, which involves the centralisation of University-wide employee and recruitment services from eight Professional Services teams, and an existing Payroll and Employee Benefits team, into a new People Services Unit, comprising the new Employee Services and Recruitment Services teams.

The new role of Associate Director, People Services, will lead the People Services Unit, and be responsible for implementation of the new service delivery model in conjunction with the Chief Human Resources Officer. The Associate Director, People Services will ensure strategic and operational services are provided to enable the execution of strategy and improved staff and business performance. This includes a review of the delivery of services such as senior staff recruitment, global mobility and the University’s remuneration strategy to ensure these services are delivered effectively, consistently and efficiently.

Organisational relationships

The Associate Director, People Services, is a direct report of the Chief Human Resources Officer, and is a member of the Human Resources Executive Leadership Team. The Associate Director, People Services, directly supervises senior managers leading the Employee Services and Recruitment Services team, and the HR Manager (Projects). There is a total of 67 fte within the People Services Unit.

Duties

Key accountabilities and responsibilities include, but are not limited to:

• Provide effective leadership and management to the People Services unit and provide expert advice and clear decisions on strategic and operational matters to deliver exceptional services.

• Lead the implementation of the new People Services unit, including the implementation of streamlined and standardised transactional and recruitment processes and initiatives.

• Ensure the development of effective talent acquisition and global mobility practices and strategies that meet client needs.

• Ensure payroll and superannuation functions are administered efficiently with a focus on continuous improvement of processes and compliance with legislative requirements and other obligations.

• Conduct strategic reviews of service delivery against client priorities and agreed service standards and identify opportunities for continuous improvement.

• Ensure the People Services teams anticipate any major risks and issues and develop strategies for mitigating and resolving these to prevent any impact on client business and service delivery.

• Ensure the implementation of sound governance protocols across the People Services unit, including adherence to the University’s Enterprise Agreement, University policies and procedures, and relevant legislation.
• Work with the Chief Human Resources Officer and HR Leadership team to develop a detailed understanding of business requirements needs, issues and trends to inform the design and alignment of HR strategies, services and practice.
• Uphold the University values and drive an organisational culture across the portfolio that values excellence, creativity, accountability, mutual respect, and collegiality.

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: ppl.app.uq.edu.au/content/1.50.01-code-conduct
• Requirements of the Queensland Work Health and Safety legislation and related responsibilities and procedures developed by the University: uq.edu.au/ohs/index.html?page=133956
• The adoption of sustainable practices in all work activities, and compliance with associated legislation and related University sustainability responsibilities and procedures: sustainability.uq.edu.au/policies-and-procedures/responsibilities
• 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: ppl.app.uq.edu.au/content/3.30.13-esos-compliance-commitment
SELECTION CRITERIA

**Essential**

- Commitment to upholding the University’s values, and with the outstanding personal qualities of openness, respectfulness and integrity.
- Qualifications and training equivalent to a postgraduate degree with extensive experience in implementing and managing an organisation wide shared services model in a large, complex organisation; OR an equivalent combination of relevant knowledge, training and/or experience.
- Demonstrated experience leading transformational change and service improvement initiatives, including implementing organisational change within an HR function and driving improvements to and standardisation of HR services and business processes.
- Excellent consultative, verbal communication and interpersonal skills, particularly as demonstrated in the successful development and management of relationships, with a significant capacity to persuade and negotiate with clients and stakeholders across all levels of the organisation.
- Demonstrated experience in coaching and motivating staff and developing capability to build effective, high performance teams.
- Extensive experience in the development and implementation of talent acquisition and global mobility strategies.
- Demonstrated experience in managing a payroll and superannuation function and a knowledge of key compliance obligations within these functions or the ability to quickly acquire such knowledge.
- Demonstrated ability to work collaboratively as a member of the Human Resources leadership team and to develop, articulate and sustain a shared vision.

SELECTION COMMITTEE

The selection committee for this appointment will be chaired the Chief Human Resources Officer, Dr Al Jury.
WHY WORK AT UQ?

Vibrant campus location

Just seven kilometres from Brisbane’s city centre, UQ St Lucia is renowned as one of Australia’s most attractive university campuses.

Bounded by the Brisbane River on three sides, the 114-hectare site provides a perfect study, research and living environment. You will enjoy the best of both worlds: a vibrant campus with the tradition of an established university.

The gracious sandstone architecture, with its hub of cloistered buildings enclosing the National Trust-registered Great Court – along with spacious parklands and lakes – encompass world-class teaching and research facilities, including Queensland’s largest research library, fully equipped laboratories and modern lecture theatres.

A life beyond the office is a big part of university, and UQ is a great place to meet new people and access a wide range of sporting and cultural activities. We also offer world-class sporting facilities, and many cultural activities such as theatre, dances, concerts, movies, debates, barbecues, markets and art exhibitions.

Tenure, salary and benefits

An attractive remuneration package will be negotiated with the successful candidate. Remuneration will be subject to periodic review. The initial appointment will be for a period of five years.

The incumbent is entitled to four weeks annual leave, 10 days personal leave and an additional five days carer’s leave. Other terms and conditions of employment may be negotiated.

Employees of The University of Queensland are eligible for a range of perks and benefits, including:

• Salary packaging through Remserv and Smartsalary
• Corporate Healthcare through UQ’s Corporate Healthcare Provider, Bupa
• Access to the Fitness Passport scheme, as well as UQ Sport’s facilities
• Low-cost car parking options

The University will meet all reasonable removal and establishment expenses. In the case of an interstate or international appointee, an accommodation allowance may be available for a limited period. Details will be negotiated as part of the contract of employment.

HOW TO APPLY

Applications should include a full curriculum vitae and a statement addressing the selection criteria. Applicants should provide the names and contact details of at least three potential referees. These referees need not be approached in advance, as they will not be contacted without the prior consent of the applicant.
Brisbane is the sunny, sophisticated capital city of Queensland and gateway to its many famous attractions. It is Australia’s third largest city and fastest-growing capital with a population of more than 2.2 million, offering a safe, friendly, multicultural environment. The inner city is characterised by the Brisbane River, parklands, convention facilities, museums, art galleries, a casino, malls, shopping districts and a host of cosmopolitan restaurants and cafés.

Brisbane offers a range of lifestyle benefits including climate, culture, family fun and sport. Residents and visitors can combine art and outdoor adventure in Brisbane, where South Bank’s cultural institutions and restaurants meet riverside gardens and a lagoon. Take a paddle steamer or ferry down the Brisbane River, abseil Kangaroo Point cliffs and bike ride through the City Botanic Gardens. Go for a day trip to Moreton Island, Noosa, the Sunshine Coast or the Gold Coast with just a short drive to each beautiful destination. National Parks, rainforests and attractions such as Australia Zoo, Dreamworld and other theme parks are also a short drive away.

The perfect place to raise a family, Brisbane is one of the safest cities in Australia and boasts a wide range of cultural attractions, numerous theatres, art galleries and a world class museum; the city is dubbed a food and drink lovers paradise. Brisbane is one of Australia’s most liveable and affordable capital cities. Brisbane enjoys a subtropical climate providing sunny days almost all year round, with enough rainfall to keep the city and suburbs cool and green.

Just an hour south of Brisbane’s CBD is the Gold Coast, where the high rises are built around superb beaches like Surfers Paradise with lively nightlife, international theme parks and designer boutiques. A few hours drive north from Brisbane is the Great Barrier Reef, one of the ‘natural wonders of the world’. As the largest World Heritage Area, it stretches more than 2000 kilometres alongside the coast, and is home to around 1500 species of fish and 350 types of coral. Stradbroke, Moreton and Fraser Islands are also world-famous attractions that are close to Brisbane, and offer some of the largest dunes in the world.

A leader in education

Brisbane has a wide range of high-quality schools at primary and secondary level, religious or non-denominational, single-sex or co-educational, with many offering excellence programs or other specialty features such as the International Baccalaureate. Brisbane also offers some of the greatest learning institutes in Australia, with three major internationally recognised universities on offer. Each of the universities in Brisbane offer a high-quality learning environment with access to some of Australia’s finest institutions covering all areas of study from law and medicine through to business, marketing, tourism, IT and biotechnology. The University of Queensland (UQ) is one of Australia’s leading research and teaching institutes, ranking among the world’s top universities.

Lifestyle

In the heart of Brisbane city, Queen Street Mall is a vibrant shopping and lifestyle precinct and is Australia’s most popular pedestrian mall. Brisbane is also the home for many of Queensland and Australia’s major sporting events in rugby league, rugby union, AFL and cricket.

Brisbane residents have excellent access to healthcare in both public and private sectors, covering hospitals, general practitioners, dentists and other allied healthcare professionals. There are numerous public and private hospitals including the Princess Alexandra Hospital, the Mater Hospital network, The Lady Cilento Children’s Hospital and the Royal Brisbane and Women’s Hospital. Urgent and emergency medical care is readily available to everyone.
General information on the University is available through the University’s website:

uq.edu.au

Other documents which you may wish to refer to include:

• Annual Report:
  uq.edu.au/about/annual-reports

• Governance:
  uq.edu.au/about/governance

• Key statistics:
  pbi.uq.edu.au/ClientServices/UQStatistics/index.aspx

• Organisation chart:
  uq.edu.au/about/docs/org-chart.pdf

• Research at UQ:
  research.uq.edu.au

• Strategic Plan 2018–2021:

• UQ Global Strategy:
  global-strategy.uq.edu.au