POSITION DESCRIPTION

Position Title: Investigations Manager, Integrity and Investigations Unit
Organisation Unit: Office of the Chief Operating Officer
Position Number: 3025586
Type of Employment: Continuing
Classification: Hew Level 9

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 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 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://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.

Organisational Environment

The Chief Operating Officer (COO) is a member of the University's Senior Executive and is responsible for coordinating the management of the University's corporate functions. The COO is the key advisor to Senate on governance and other matters, acts as University Secretary and is the Public Officer for the University.

The COO also assists the Vice-Chancellor in regard to strategic planning and direction and the framework of the University's highly successful research commercialisation and technology transfer activities.

Areas under the COO’s direct management include Human Resources Division, Finance & Business Services, the Legal Office, Information Technology Services, Strategic Planning and Management Information, Marketing and Communications, Corporate Operations, Property & Facilities and the Integrity and Investigations Unit.

The Integrity and Investigations Unit works within the COO portfolio and is responsible for the investigation and/or case management of matters involving conduct (including corrupt conduct) by University of Queensland staff. However, where required the Unit has direct access to the Vice-Chancellor, Chancellor, Chair of Senate Risk Committee and Chair of Senate Finance Committee to ensure independence. The Unit is also responsible for the development of initiatives and strategies aimed at preventing/reducing staff misconduct.

Further information about the Office of the Chief Operating Officer may be accessed on the University’s web site at http://www.uq.edu.au/departments/unit.html?unit=1027

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 primary role of the Investigations Manager is to conduct, and to assist in the supervision of the work of others and to review investigations. These investigations address complaints and allegations of staff conduct (including corrupt conduct) and if directed, student misconduct in a timely and effective manner, and to provide high level advice including the preparation of reports. Additionally, the position is expected to contribute significantly to the identification of systemic issues, develop solutions and actively promote ethical awareness through training and awareness initiatives.

Duties

Duties and responsibilities include, but are not limited to:
• Intake and assess complaints and reports of misconduct referred to the IIU, including the provision of advice on the recommended action.

• Coordinate the day-to-day operations of the IIU Complaints Management Database or any Complaints Management System in operation at any given time.

• Assist with the management of the university’s legislative requirements with respect to corrupt conduct and public interest disclosures by undertaking assessments, preparing correspondence and providing case management.

• Undertake complex and sensitive investigations in relation to alleged misconduct including the collection, analysis, documenting of evidence and preparation of complex investigation reports.

• Lead and provide guidance to other staff within the Unit in relation to investigations and complaints management best practice.

• Case-manage and quality-assure investigations undertaken by external investigators.

• Contribute to the university’s internal investigation capacity by training, mentoring and supporting university staff tasked with completing an investigative inquiry.

• Prepare complex reports, data analysis, correspondence and briefing notes in relation to investigations, ethical-related matters and misconduct trends.

• Identify systemic and strategic issues arising from investigations and develop resolution strategies in consultation with university management and operational staff.

• Provide strategic advice and support to management and human resources staff, in relation to investigation processes, complaints management, interpretation and application of policy and legislation and other ethics-related issues.

• Manage and contribute to projects associated with the continual improvement of the university’s integrity framework and the Unit’s misconduct prevention function.

• Actively develop and promote ethical awareness through training and awareness initiatives.

• Liaise and negotiate with university clients and external stakeholders including Queensland Police, the Crime and Corruption Commission and other relevant agencies.

• Engage with the senior executive on sensitive matters, provide advice and initiate strategic actions, including ad hoc training, broader misconduct prevention strategies and provide analytical data where appropriate.

• Review and develop policies, procedures and guidelines in collaboration with key stakeholders to ensure best practice and alignment with University direction.

• Provide unit representation at university meetings as well as represent the university at integrity or ethics related forums as required.

• Support the Associate Director, IIU with the operational management of the unit including process improvements and administrative functions as required.

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 Associate Director, Integrity and Investigations Unit (Office of the Chief Operating Officer).

The position will take a role in the coordination of work of other staff in the Integrity and Investigations Unit.

SELECTION CRITERIA

Essential

• Post Graduate Qualifications in human resources, industrial relations, business, law, investigations and significant relevant industry experience.

• Significant expertise in conducting and case-managing complex and sensitive misconduct investigations, including possession of highly developed conceptual, analytical and problem-solving skills

• Significant experience in the management of complaints management systems and the use of analytics and reporting.

• Exceptional written communication skills, including the ability to prepare complex investigation reports and submissions

• Exceptional interpersonal, consultation and negotiation skills, with a proven ability to communicate effectively at all levels within a large and diverse organisation

• Extensive knowledge of relevant legislation, policies and principles applicable to the management of ethical standards and investigative methodologies in a university environment

• High level of initiative and ability to self-manage complex issues/matters simultaneously

• A proven track record in the development and delivery of strategic initiatives reading misconduct prevention or similar

Desirable

• Significant investigative experience in an educational or public sector environment.

Vaccinations and Immunisation

It is a condition of employment for this role that if you are required now or in the future, to work or interact in Queensland Health clinical facility; or in an equivalent clinical health facility; or
health care role; or will be required to perform work tasks that put you at risk of exposure to vaccine-preventable disease you are required to be immunised against, and remain immunised against, certain vaccine preventable diseases (VPDs) in accordance with the University’s Vaccinations and Immunisation Guidelines (PPL 2.60.08). The employee is required to provide evidence of immunisation against VPDs.

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.

Accessibility requirements and/or adjustments can be directed to Human Resources