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 Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

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 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 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.

The Office of the Deputy Vice-Chancellor (Research)

The Deputy Vice-Chancellor (Research) is a member of the University's Senior Executive and has responsibility for enhancing the University's performance and reputation in research, research training, and research collaboration with external stakeholders, nationally and internationally. This includes the strategic management of research at an institutional level; development of research policy; management of research strategic initiatives, and development of research collaborations in Australia and overseas. The Deputy Vice-Chancellor (Research) also interacts closely with Executive Deans and Institute Directors who have operational responsibility for research development within the University's Faculties and Institutes respectively, and chairs the University Research Committee, a committee of the Academic Board that promotes and supports research and research training within the University.

The Deputy Vice-Chancellor (Research) is supported by the staff in the UQ Research and Innovation portfolio. Units within the portfolio have responsibility to support the University's research community through strategic engagement with external stakeholders, funding organisations and research partners; international collaborations; grants management; research performance data management; research higher degree management; and research ethics and integrity.

Further information is available at: http://www.uq.edu.au/research

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 Operations Manager is responsible for the management of administrative functions within UQ Research and Innovation, leading a team of administrative staff to ensure efficient and effective support to executives across the portfolio.

The incumbent will work closely with the Directors and Senior Executive to ensure effective operation of support and general administration within the portfolio. The Operations Manager provides the primary interface between administrative support staff within the Senior Executive Team and Senior Managers.

Duties

Duties and responsibilities include, but are not limited to:

- Manage and lead the team of administration staff, ensuring effective standards of service in the areas of general administration and executive support;
- Ensure consistent review of staffing levels with respect to current and future operating environments, ensuring sufficient coverage during periods of leave, leave planning, training requirements, professional development, succession planning and workforce planning;
- Establish and maintain a culture of continuous business improvement within the administration team;
- Develop and monitor standards of service performance of the administration team in consultation with clients in receipt of such services, ensuring key performance indicators are met;
- Manage the DVCR Strategic Funding working closely with Financial Planning and Analysis and other areas within UQ.
- Working closely with the Advancement Office support the management of research donations and bequests where decision making by the Deputy Vice-Chancellor (Research) is required.
- Undertake projects as directed by the Director, Research Analysis and Operations to support strategic initiatives identified by the Senior Executive Team;
- Coordinate and lead programs of change, particularly those with an impact on the delivery of administrative services;
- Lead the establishment of a positive culture, coordinating initiatives such as fortnightly staff meetings and staff development opportunities where appropriate;
- Manage space occupancy, coordinate relocations and small to medium infrastructure projects in conjunction with the other senior staff within the portfolio;
- Manage the physical resources and assets, such as equipment, furniture, computer renewal schedule, physical files, storage and disposal in accordance with UQ policies. Develop local systems for tracking of such assets where a UQ corporate system does not exist.
- Work with the HR Professional Services Team on HR activities for the portfolio, including the advertisement of vacancies via UQ Jobs.
- Manage the financial resources of the Research Portfolio and work with the Central Finance Professional Services Team in the annual budget process.
- Act as budget holder for UQ R&I operational funding and DVCR strategic funding.
- Oversee processes related to, maintenance and general enquiries associated with the operations, developing effective working relationships with Central organisational units, such as UQ Properties & Facilities and UQ Traffic & Parking;
- In collaboration with the Legal Office, negotiate and manage contracts for services;
- Support major procurement activities;
- Coordinate responses to whole of University initiatives, such as UniForum, OHS Goals; Annual Space Audits and the Annual Insurance Audit.

**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](#)
- 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 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, Research Analysis and Operations.
SELECTION CRITERIA

Essential

- Postgraduate qualification with at least three years' subsequent experience (preferably in a tertiary environment or an organisation with a similar administrative framework), or extensive experience and specialist expertise or broad knowledge in technical or administrative fields, or an equivalent combination of relevant experience and/or education and/or training.
- Demonstrated experience in staff management, preferably working within an executive portfolio.
- Demonstrated experience in managing facilities, space and operations.
- Detailed knowledge or the ability to rapidly acquire detailed knowledge, of University operations, policies and procedures.
- Demonstrated project management skills, including the ability to set and manage competing complex priorities.
- Demonstrated focus on stakeholder management and delivery of organisational outcomes.
- Demonstrated ability to manage and lead with the ability to motivate staff in a changing environment.
- Proven strategic thinking, analytical and problem solving skills including the ability to conceptualise, establish and implement new policies, procedures and initiatives.
- An understanding of financial processes including budgeting and financial reporting.
- Demonstrated interpersonal skills with proven negotiation skills. Must be able to develop and maintain strong professional relationships.
- A high degree of professional judgement is required along with the ability to analyse risks and recommend and implement corrective action.

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 the contact person listed in the job advertisement.