POSITION DESCRIPTION

Position Title: Manager, Business Enhancement
Organisation Unit: Academic Services Division
Position Number: New position
Type of Employment: Fixed Term Until <24 December 2019>
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 (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 Academic Services Division has primary responsibility for the delivery of student focused administrative functions and contributes also to student-related policy development. The Academic Services Division (ASD) consists of the Office of the Academic Registrar and the Directorates of Student Administration and Academic Administration. The Directorates provide high quality administrative and professional services in support of the University’s academic activities.

Sections within Student Administration Directorate include:
Student Centres - Student Centres are located on the St Lucia, Gatton and Herston campuses and provide a one stop shop for face to face student enquiries across a broad range of University activities, coordinate the University's Orientation programs and the production of student ID cards;
Examinations – manage all aspects of the centrally coordinated examinations process and contribute to the development of assessment policy;
Admissions – administer the University’s Admission Rules for the admission of undergraduate applicants through the Queensland Tertiary Admissions Centre (QTAC), respond to prospective student enquiries concerning University programs, admissions requirements etc. and are involved in the production of the QTAC Guide and Entry Options;
Student Progression – coordinate conferrals and graduation ceremonies; manage the process for academically at-risk students in accordance with the Enrolment and Academic Progression rules; provide advice and support for student enrolment;
Student Fees and Scholarships – provides a centralised student fee and scholarship service, including administration of approved student fees and the University’s Senate approved financial awards (scholarships, bursaries and prizes) and provision of student fees and scholarships advice to clients and for policies, systems and publications;
Student Systems’ Projects – is responsible for the coordination and implementation of approved major projects and enhancements to the student information system.
Business Enhancement - is responsible for the identification and nurturing of business improvement opportunities and monitoring and highlighting of policy and procedural issues and compliance.

Information about the Division and the Directorate may be accessed on the ASD web site at http://www.asd.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 position provides leadership, operational management and support for digitisation and automation projects led by the Student Administration Directorate in order to deliver exceptional, efficient student experiences along with processing efficiencies for decision makers and student administration staff across the university.

The role focusses on:

- Investigating suitable business enhancement opportunities while reviewing processes with subject matter experts.
- Coordinating the incorporation of automation and digitisation where suitable and coordinating the deployment of solutions.
- Developing and coordinating user acceptance testing, business readiness activities and change management strategies.

Duties

Duties and responsibilities include, but are not limited to:

Operations

- In consultation with senior managers identify and prioritise business enhancement opportunities.
- Coordinate the design of enhanced processes in consultation with subject matter experts.
- Identify opportunities for policy improvement and streamlining.
- Attend and contribute to regular project team meetings including stand-ups, sprint planning and retrospectives.
- Provide day to day advice and decision making to developers to enable uninterrupted progress.
- Plan and coordinate user acceptance testing for both the project team and end-users.
- Develop and assimilate testing to ensure thorough and rigorous validating of solutions.
- Coordinate the development of effective business readiness and change management activities including the production of training and support materials.

Leadership

- Provide effective leadership and supervision of Senior Administration Officers within the Business Enhancement team to ensure a culture of high performance, team work, service and continual improvement.
- Develop strong working relationships with project team members and relevant stakeholders across the university.

Reporting and Compliance

- Monitor and report on usage, volumes and uptake of digitised processes and compliance with current policy and procedures.
• Identify shortfalls in existing policy and/or opportunities for policy improvement and streamlining.
• Contribute to the design and development of reporting for each digitised process in consultation with subject matter experts.
• Contribute to the development of a reporting framework to support evidence based decision making.
• Prepare reports by collecting, analysing and summarising work unit information 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 Senior Manager, Business Enhancement and supervises two Senior Administration Officers.

SELECTION CRITERIA

Essential
• Completion or progress towards completion of postgraduate qualifications and extensive relevant experience and management expertise, or an equivalent combination of relevant experience and/or education/training.
• Demonstrated management and organisational skills and the ability to coordinate functions and activities to achieve objectives in a changing organisational environment.
• Well-developed skills in the use of current technology and software packages, particularly workflow tools, spreadsheets and databases.
• A thorough knowledge of the University’s structure, policies and procedures, or an ability to acquire such knowledge rapidly.
• Strong problem-solving skills and analytical ability, including a demonstrated ability to resolve issues through negotiation.
• Excellent interpersonal, verbal and written communication skills, including a demonstrated ability to write with clarity and precision.
• Extensive relevant administrative and management experience including management of staff resources, preferably in a university or other large, complex organisation.
• Demonstrated effectiveness in and commitment to outstanding service delivery.
- Experience in change management particularly involving the introduction of new systems and work practices.
- Proven ability to build and lead teams and to inspire and provide direction for the development of innovative responses to emerging needs.
- Proven ability to build and maintain productive working relationships including working in collaboration with other organisational units and functions.

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 (insert details of HR contact assisting with recruitment).