Appointment of
Associate Director
Academic Services Division
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The Academic Services Division has primary responsibility for the delivery of student-focused administrative functions and contributes to student-related policy development. The Academic Services Division (ASD), led by the Academic Registrar, has responsibility for the functions of Academic Policy and Programs; Admissions; Examinations; Student Centres; Student Complaints and Grievance Resolution; Student Fees and Scholarships; Student Progression and Teaching Space Management. The Division provides high quality administrative and professional services in support of the University’s academic activities.

Sections within ASD include:

**Academic Policy and Programs**
Provides administrative support for teaching and learning activities through a range of services that support academic decision-making processes, information provision and dissemination.

**Admissions**
Administers 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.

**Examinations**
Manages all aspects of the centrally coordinated examinations process and contribute to the development of assessment policy.

**Student Centres**
Student Centres are located on the St Lucia, Gatton and Herston campuses and provide advice on student enquiries across a broad range of University activities.

**Student Complaints and Grievance Resolution**
Provides coordination and support for the University’s grievance, appeal and misconduct processes.

**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 Progression**
Coordinates 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.

**Teaching Space Management**
Provides administrative support for the effective management of centrally controlled teaching facilities and coordinates the production and publication of the class timetable.

For further information visit asd.uq.edu.au
Role of the Associate Director

Primary purpose of the position
The Associate Director will have substantial management responsibility for diverse student-facing activities within the division, through the Student Centres, Admissions and Student Progression teams. The incumbent will provide leadership and strategic oversight and have responsibility for effective and efficient service delivery to contribute to achieving the University’s strategic goals and objectives and ensuring relevant university activities comply with legislation and policy.

The incumbent will be expected to operate with a high overall degree of autonomy and broad direction.

Duties

Strategic Management and Planning
- Provide strategic advice on operational management issues to the Academic Registrar and the Deputy Director, Academic Services;
- Ensure innovative planning and management of the functions with clear accountability for meeting key performance indicators to align with University’s strategic objectives in a rapidly changing environment;
- Develop comprehensive knowledge of related areas to enable holistic representation and influence of practices and policies at the University level;
- Provide expert advice to committees, working parties and senior management and provide secretariat support as required;
- Utilise professional networks across the sector to benchmark existing service offerings and ensure best practice in service delivery to exceed students’ evolving expectations;
- Undertake strategic projects for the Deputy Director which may involve complex matters and short time frames;
- Act on behalf of the Deputy Director as required for both internal and external activities.

Operational Management
- Lead and manage the integrated delivery of operational services for Admissions, Student Progression and the Student Centre, including direct line management;
- Lead the development and implementation of efficient services, administrative and management structures, policies and procedures to enhance and support the student experience and align with strategic objectives;
- Manage and be responsible for formulation and oversight of the areas’ annual operating budget, including three year forward projections of income and expenditure;
- Meet legislative and management reporting requirements including operational plan, risk register, internal audit and milestone reporting;
• Manage change within the areas to ensure the effective implementation of University and/or Academic Services Division initiatives;
• Ensure that ASD’s operations comply with University and Government (State and Commonwealth) policies, procedures and regulations;
• Establish and maintain productive working relationships with stakeholders, both internal and external;
• Any other duties as reasonably directed by the Deputy Director.

Organisational relationships
The Associate Director reports to the Deputy Director, Academic Services. The position holds Band 6 Financial Delegation and Level 5 Human Resources Authorisation.
Selection criteria

- Postgraduate qualifications in management or relevant degree; or an equivalent combination of relevant experience and/or education and training.
- Extensive experience preferably in a tertiary education institution or relevant large organisation, including at least five years in a position with a significant focus on management.
- Demonstrated ability to contribute to strategic planning, policy formulation and implementation of strategies.
- Demonstrated high level analytical and problem solving skills;
- Proven ability to work in a complex, rapidly changing and uncertain environment;
- Experience in dealing with a wide cross section of people, from students to senior university and government personnel.
- Proven ability to build capacity in teams and embed a culture of continuous improvement and service innovation.
- Extensive experience in high level organisational management, including financial and human resources management.
- Team focused with an ability to work effectively in a multi-faceted position.
- Excellent communication skills including the ability to write clear and concise reports, and to liaise and negotiate effectively with a broad range of stakeholders.
- High level ability to prioritise time and activities.
- The capacity to provide leadership within the student administration function.
Why work at UQ?

Vibrant campus locations
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.
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 (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and Times Higher Education World University Rankings (69).

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 approximately 18,000 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.

UQ’s 264,000 graduates are an engaged network of global alumni spanning more than 170 countries, and include approximately 14,000 PhDs.

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
Strategic plan 2018–2021

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.
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

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.

1. Transforming our student experience through a flexible, integrated and partnered learning environment

2. Enhancing our high quality research by improving our capacity to collaborate to achieve greater impact

3. Building engaged and strategic partnerships with a broad range of local and global networks

4. Committing to activities that attract, support and retain a diverse and inclusive community of high achieving staff and students

5. Building an agile, responsive and efficient University operation

6. Diversifying our income streams and managing our resources to establish a sustainable financial base
Leadership capability expectations

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.
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 lover’s 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 Queensland Children’s Hospital and the Royal Brisbane and Women’s Hospital. Urgent and emergency medical care is readily available to everyone.
Further information

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