POSITION DESCRIPTION

Position Title: Client Services Manager
Organisation Unit: UQ Business School
Position Number: TBA
Type of Employment: Continuing, Full Time
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 Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (45), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). UQ again topped the nation in the prestigious Nature Index, and our Academic Ranking of World Universities result in the field of Life and Agricultural Sciences is 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.

Organisational Environment

UQ Business School is independently ranked as one of the top business schools in Australia and among the leading institutions worldwide. Our mission is to cultivate courageous thinkers who empower future leaders to positively transform business and society.

Based at the St Lucia campus as part of the Faculty of Business, Economics and Law, the School brings together 10,000 students and 130 subject experts.

UQ Business School also has a presence at UQ Brisbane City, the University’s newest site in the heart of the Brisbane CBD. At UQ Brisbane City, students and professionals from the School’s Master of Business Administration (MBA) program and Executive Education courses are taught in smart, functional and flexible learning facilities.

The School offers a wide range of degree programs. Our eight main areas of academic strength are represented by discipline clusters – accounting, business information systems, finance, international business, management, marketing, strategy and entrepreneurship, and tourism.

UQ Business School is renowned for its cutting-edge research, outstanding academic staff, depth of educational programs and close links with leading global organisations. The School also carries AACSB International and EQUIS accreditation – the first school in Australia to receive this prestigious accreditation across its full range of programs.

To learn more about UQ Business School, please visit https://www.business.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

To lead the joint MBA and client services team and ensure high level, consistent and cohesive services are delivered to prospective and current students and clients, open program participants, and senior members of the UQ Business School within the Graduate Management discipline.
Key Responsibilities

1. Ensure a high quality, impactful and cohesive service is delivered to key stakeholders via the MBA and Client Services team in support of the Graduate Management Discipline and UQBS strategic priorities.

2. Lead, develop, motivate and coach the team in providing a high level of service in their student and participant interactions to provide a responsive service and increase participant and student numbers in both award and non-award programs.

3. Ensure compliance of all award courses and programs with UQ policy and procedures.

4. Lead a continuous business improvement process across award and non-award liaison and services to ensure the quality, efficiency and effectiveness of services.

5. Manage the provision of existing and development of new student-facing opportunities (careers and employment, mentoring and internships, leadership and development, international exchange and practicums).

6. Develop and deliver quality reporting information, feedback, and evaluation as required by senior internal stakeholders, particularly the Discipline Leader, Director Executive Education, UQBS Student Administration Manager and UQBS School Manager.

7. Resolve client or student complaints as escalated by team members, in conjunction with the Discipline or MBA leads, or Director Executive Education (as relevant).

8. Role model and lead behaviours that are consistent with UQ Values & Behaviours.

9. Oversee the development of submissions for courses and program changes for approval by University committees in consultation and liaison with staff in the school.

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

This position reports to the School Manager, with a dotted line report to the Graduate Management Discipline Lead, and has 5 direct reports.

SELECTION CRITERIA

1. Postgraduate qualifications in Business or a related field plus extensive relevant experience managing high performing teams, or a combination of relevant qualifications, skills and experience.

2. Demonstrated success in managing a high volume, complex unit with variable workflows and service intensive processes.

3. Demonstrated experience in managing and developing team members through both knowledge and process coaching in a multifunctional team

4. Significant operational skills including planning, priority setting, budgeting and staff management

5. High level of management acumen, incorporating excellence in communication, interpersonal, presentation, and organisation skills

6. Demonstrated ability to effectually analyse, report and provide recommendations on strategic objectives against key performance indicators and Discipline expectations

7. Demonstrated focus on continuous improvement and process improvement

8. Collaborative team player with strong management and leadership skills and a proven ability to deliver superior student and client services.

9. Working knowledge of the UQ Business School’s MBA program and Executive Education offerings, or an ability to rapidly acquire such knowledge.
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 hr@bel.uq.edu.au