Appointment of
Head of Operations – Accommodation
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Residential Accommodation at UQ

The University of Queensland (UQ) offers on and off-campus accommodation options, with a focus on enhancing the student experience.

Student Residences Program

The University is embarking on a staged Student Residences Program to provide accommodation for UQ, offering best-practice student care and well-being that will set a benchmark for university student housing. The newest offering in UQ’s accommodation portfolio is the Student Residences at St Lucia, which will deliver quality, value for money, self-catered accommodation for students.

The architect-designed facility will support academic success and quality lifestyle, with 24-hour pastoral care and security. The new 610 bed UQ student residence will be both high quality and competitively priced to encourage the enrolment of a diverse cohort of students, including those from less advantaged backgrounds and from rural and remote areas.

Integration with other services on campus will provide a seamless experience for students and will help them to adjust to university life.

The new UQ student residence will substantially widen the accommodation choices available to UQ students. It will be the perfect place to study, unwind and connect with new friends.

Residential Services

Residential accommodation at UQ is currently managed and delivered by different areas within its organisational structure.

UQ currently provides the following student accommodation services:

1. Gatton Halls of Residence (c400 beds)
2. Management of 70 University-owned houses
3. Rental advice service, including ‘UQ Rentals’ listings of external properties
4. An approved Student Accommodation (commercial large-scale) Supplier service
**Role of the Head of Operations – Accommodation**

**Preliminary purpose of the position**
This newly created role will lead the transformation of the way that UQ operates accommodation services. Initially the Head of Operations – Accommodation will work on the mobilisation of the Student Residences, which is scheduled to open in January 2022. The successful candidate will join a newly created UQ accommodation company designed to have a significant commercial focus to ensure UQ can meet and exceed its long-term objectives and strategic focus areas.

In the pre-opening planning and development phase of the Student Residences, the successful candidate will be required to take a lead role in the detailed design and development of operational systems and processes for the new Student Residences on-campus facility.

In the post-opening operating phase of the Student Residences, the Head of Operations – Accommodation will lead, plan and manage the complete operations of the Student Residences and will be responsible for fostering a student-centered living and learning environment on Campus and will develop a community that encourages academic excellence, individual growth and social development.

**Duties**

**Student Residences pre-opening planning and development phase**

The Head of Operations – Accommodation, will perform the following duties, working directly with the appropriate University divisions, including Property and Facilities, Strategic Program Office, Future Students, Student Affairs, Advancement, Information Technology Services, Finance and Business Services, Office of Marketing and Communications, and Human Resources:

- Determine the strategy for occupancy management.
- Define staffing requirements and recruit to positions, including student residential advisers.
- Develop policies and procedures including a governance framework and student advisory group.
- Assist with the development of packaged Study and Accommodation offers.
- Liaise with UQ Advancement Office regarding philanthropic opportunities.
- Liaise with UQ-based residential colleges on common issues.
- Engage with the community for matters in relation to student residences.
- Develop a Student Residences Project experiential program, including Learning, Cultural, Social, Community, and other activities.
- Assist the architects and project manager with any remaining design details of the facility, where required.
• Lead the implementation of an accommodation management system.
• Implement cleaning, security, and maintenance arrangements with UQ's Property and Facilities division.
• In collaboration with relevant internal divisions of UQ, develop and implement marketing plans.

Student Residences post-opening operating phase
• Oversee the efficient and effective operation of the Student Residences.
• Develop Student Residential Strategic and Operational Accommodation Plans.
• Ensure the training, development and performance management of staff to deliver first-class, student-focused services.
• Develop and implement key performance indicators to measure the efficiency and effectiveness of the service and promote a culture of continuous improvement.
• Promote and ensure compliance with health and safety legislation and safe working practices.
• Manage the Student Residences operating budget and ensure compliance with the University’s Financial Regulations.
• Promote a strong sense of community and adherence to the values of the University.
• Collaborate with other University divisions to ensure seamless service delivery to students.
• Manage external suppliers to ensure cost effective high quality services are provided.
• Produce and present reports to committees and working groups of the University as required.

UQ Accommodation
• Manage the transfer of operations for other UQ owned accommodation to the UQ owned operating entity, and integration of student accommodation operations.
• Review existing accommodation arrangements for students and staff and work with the Director of the Property and Facilities division to make recommendations to enhance the University’s accommodation strategy and then create and lead the implementation of an UQ operating entity accommodation strategy to ensure the delivery of the UQ Accommodation Strategy.
• Develop and implement a strategy for the management of the University’s properties on Hawken Drive, ensuring accommodation for new University staff that will enhance the University’s employee value proposition.
• Develop and maintain strong relationships with key internal and external stakeholders, ensuring effective communication and consultation with stakeholders.
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:
  ppl.app.uq.edu.au/content/1.50.01-code-conduct
- Requirements of the Queensland Work Health and Safety legislation and related responsibilities and procedures developed by the University:
  uq.edu.au/ohs/index.html?page=133956
- The adoption of sustainable practices in all work activities, and compliance with associated legislation and related University sustainability responsibilities and procedures:
  sustainability.uq.edu.au/policies-and-procedures/responsibilities

Reporting relationship

The Head of Operations – Accommodation reports to the Director, Properties and Facilities.
**Selection criteria**

**Essential**

- Extensive managerial expertise in residential life operations and in managing a student accommodation facility or other residential facility, including empathy with young adults, the ability to deal with sensitive issues in an appropriate manner, and an understanding of issues related to the establishment of community residential ethos. An awareness and understanding of academic and personal issues facing domestic and internal students at University.

- Commitment to upholding the University’s values, and with the outstanding personal qualities of openness respectfulness and integrity.

- Commitment to providing the best health, safety and wellness care for students.

- Experience in property management.

- Demonstrated exceptional leadership and management skills, at both a strategic and operational level, and the ability to foster a culture of diversity and inclusion.

- Highly developed interpersonal, influencing, and negotiation skills with demonstrated ability to build both internal and external relationships and networks with key stakeholders.

- Demonstrated experience in financial planning and budget management.

- Highly developed analytical and problem solving skills.

- A university degree with extensive relevant experience in a university or similar environment; or an equivalent combination of relevant experience and/or education/training.

**Selection committee**

The selection committee for this appointment will be chaired by the Director, Properties and Facilities.
Conditions of employment

Employment type
The appointment will be fixed-term with the possibility of extension.

Salary and benefits
An attractive remuneration package will be negotiated with the successful candidate. Remuneration will be subject to periodic review.

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.

Classification
The Head of Operations – Accommodation is a HEW level 10 position.

Relocation
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
Applicants 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.
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 (31), the Performance Ranking of Scientific Papers for World Universities (40), U.S. News Best Global Universities Rankings (42), QS World University Rankings (46), Academic Ranking of World Universities (54), and Times Higher Education World University Rankings (62).

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 53,600 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 18,600 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 276,000 graduates are an engaged network of global alumni spanning more than 170 countries, and include approximately 14,800 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 the number one recipient of Australian Research Council Fellowships and Awards nationally across all scheme years (419 awards worth over $290 million).

UQ has an outstanding track record in commercialising innovation, with major technologies employed across the globe and gross product sales of more than $22 billion.

In 2019, UQ was ranked first in Australia by the prestigious Nature Index tables, and 79th 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; a member of the Association of Pacific Rim Universities (APRU); 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 $1.9 billion annual operating budget.
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

**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.
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.
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
- Organisation chart: uq.edu.au/about/docs/org-chart.pdf
- Research at UQ: research.uq.edu.au
- UQ Global Strategy: global-strategy.uq.edu.au