

POSITION DESCRIPTION

Position Title:	Senior Manager, Scholarships
Organisation Unit:	Academic Services Division
Position Number:	TBA
Type of Employment:	Full Time, Fixed Term
Classification:	Hew Level 9

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) is one of Australia's leading research and teaching institutions. For more than a century, we have been bringing together outstanding educators, researchers and innovators – across a range of disciplines – to inspire the next generation and to advance ideas that can benefit the world.

Today, UQ is ranked among the world's leading universities and we are consistently recognised as one of the top five universities in Australia.

Each year, we teach around 55,000 students across six faculties, located at our three beautiful campuses at St Lucia, Herston and Gatton – as well as online. We aspire to broaden the knowledge and skills of these students, so that they're equipped to achieve their professional goals and make a positive contribution to our society, and the world.

The University is also home to eight research institutes and more than 100 separate research centres with an interdisciplinary community of over 1500 researchers, who have come to UQ from all over the globe. This outstanding community of researchers is continuing to build upon UQ's long and proud tradition of discovery science, invention, innovation, translation and commercialisation.

At UQ, we recognise that our people are our greatest asset. As such, we seek to recruit clever people who are passionate about helping us to advance our mission and broaden our impact.

Our culture is built on the things that we value most highly – the pursuit of excellence; creative and independent thinking; honesty and accountability; mutual respect and diversity; and providing support for our people. Through the promotion of these values, we're creating a culture that encourages our people to bring their very best, authentic self when they come to work at UQ.

Organisational Environment

The **Academic Services Division's** mission is to provide expert information, direction and professional service to support the University's student and academic activities.

Sections within **ASD** include:

Office of the Academic Registrar – The Academic Services Division (ASD) led by the Academic Registrar, has responsibility for the functions of Academic Policy and Programs; Admissions; Business Enhancement and Compliance; Examinations and Timetable Services; Student Centres; Student Complaints and Grievance Resolution; Student Fees and Scholarships; and Student Progression.

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

Admissions – administers policies for the admission of domestic undergraduate and postgraduate applicants through work with internal and external stakeholders, responds to prospective student enquiries, contributes to the production of University admissions publications and undertakes other admissions related functions such as support for the Enhanced Studies Program.

Business Enhancement - responsible for identifying and nurturing business enhancement opportunities within the University's student administration function. In line with this, the section primarily focuses on digitising, automating, monitoring and highlighting policy and procedural issues and compliance.

Examinations and Timetable Services – responsible for all aspects of centrally coordinated examinations and related processes, production and publication of the academic timetable and class allocations; and contributes to the development of policy and procedures relating to assessment and timetabling.

Scholarships – provides a centralised service for the University's approved financial awards (scholarships, bursaries and prizes), policies, systems and publications and provision of advice to internal and external stakeholders.

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 – provides a centralised student fee service, including administration of approved student fees and provision of student fees advice to clients and policies, systems and publications.

Student Progression – coordinate conferrals and graduation ceremonies; manage the process for academically at-risk students in accordance with the Academic Progression procedures; provide advice and support for student enrolment.

Information for Prospective Staff

Information about the Division may be accessed on the ASD web site at

<https://teaching-learning.uq.edu.au/about/academic-services-division>.

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 will be responsible for the implementation and progress of the University's scholarship strategy and governance framework, ensuring it is aligned to UQ's strategic direction, priorities and goals. It will provide a central point of responsibility, coordination and expertise, improving the management and quality assurance of coursework scholarships and prizes and building relationships with internal and external stakeholders.

The position will provide advice and support to the senior executive and the Scholarships Strategic Governance Committee, and operationalise the strategic development, review and management of University scholarships. This will include identification, development and implementation of initiatives to maximise and monitor the impact of University investment in scholarships and improve coherence, efficiency, agility and scalability of the scholarships function.

The position will work closely with partner units across the University in effectively delivering the ambitions of the UQ Scholarships Strategy, proactively developing positive working relationships with staff members of all levels.

They will be expected to work collaboratively with academic units and central professional services, with a considerable degree of autonomy and will develop and maintain an in-depth knowledge of University structures, policies, governance framework, environment and academic standards.

Duties

Duties and responsibilities include, but are not limited to:

Strategic Management and Planning

- Lead the implementation of the Scholarships Strategy and governance framework.
- Provide advice to the Scholarships Strategic Governance Committee on performance and impact of scholarship programs.
- Co-ordinate the articulation, development and delivery of a comprehensive suite of non-monetary scholarship benefits.
- Advise on the sustainability of scholarship programs, identify emerging needs and future direction and positioning of scholarships programs.
- Develop and foster close relationships with key internal and external stakeholders in relation to the awarding and administration of scholarships.
- 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.

Operational Management

- Support the Scholarships Strategic Governance Committee by providing overall leadership and management of University wide Scholarships operations.
- Develop and establish systems, administrative and management structures, policies and procedures to improve efficiency and transparency and enhance and support the student and donor experience and align with strategic objectives.
- Oversee the development and maintenance of the scholarships and prizes catalogue, website, systems and other artefacts that will underpin delivery of scholarships and prizes.
- Manage and be responsible for formulation and oversight of the annual operating budget, including three year forward projections of income and expenditure.
- Contribute to marketing and engagement activities to promote the University's scholarship programs.
- Develop and co-ordinate the analysis of key performance indicators.
- 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 initiatives.
- Ensure that Scholarships operations comply with University and Government (State and Commonwealth) policies, procedures and regulations.
- Exercise the Vice Chancellor's sub delegation for expenditure of philanthropic funds and external/government grants.
- Provide advice on operational management issues to the Academic Registrar.
- Any other duties as reasonably directed by the Academic Registrar.

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 Academic Registrar, Academic Services.

The position holds Band 8 Financial Delegation and Level 5 Human Resources Authorisation

SELECTION CRITERIA

Essential

- 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 of the scholarships function.
- 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 capability to provide leadership within the scholarships function.

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 recruitment@uq.edu.au