POSITION DESCRIPTION

Position Title: Service Improvement Manager
Organisation Unit: Student Services
Position Number: 3034975
Type of Employment: Full Time, Continuing
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 (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was 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

The Deputy Vice-Chancellor (Academic) (DVCA) is a member of The University’s senior executive, and is responsible for the University’s commitment to providing high-quality teaching and learning, and enhancing the UQ student experience.

The Student Services Directorate is part of the Student Affairs Division, which also comprises the Health Service and UQ Advantage Office. The objective of Student Services is to provide a range of services and support functions that enhance the student experience and assist in ensuring student success.

The current initiatives run by Student Services fall into a number of areas:

- **Advice Teams** | The focus is on enabling student success through providing general and specialist support including accommodation, disability and inclusion, general welfare and international student advice.
- **Learning Skills Team** | The focus is on supporting student success through online, group and one to one initiatives to enhance academic and learning skills for students.
- **Counselling Team** | The focus is on providing an opportunity for enrolled students to access professional counselling so that they may better develop and fulfil their personal, academic and professional potential.
- **Student Experience Teams** | The focus is on supporting student success through the first year at University and through providing programs and opportunities to maximize opportunities for students to settle and succeed at UQ.
- **Multi-Faith Chaplaincy Team** | The focus is on providing space and support for students to advance their own faith and spirituality through student groups, community groups and access chaplains of all faiths.

Services are delivered across the St. Lucia, Gatton and Herston campuses.


**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](http://www.uq.edu.au/current-staff/working-at-uq)

**DUTY STATEMENT**

**Primary Purpose of Position**

To build strong, cohesive, high performing teams and deliver efficient, cost-effective student centric processes, procedures and systems and consistently deliver excellent services to students as well as leading multi-disciplinary teams across UQ that builds a continuous
improvement culture and enables the delivery of cohesive services enhancing the student and client experience.

To lead and develop the University support services in relation to student access, diversity, disability and inclusion.

**Duties**

The roles and responsibilities of the Service Improvement Manager position the following based on experience and developmental goals:

- Provide strong leadership in building high performing teams with the expertise and capability to deliver service excellence and maintain high levels of productivity through efficient workload management and effective performance management.

- Establish meaningful performance measures and feedback mechanisms to monitor service levels and the changing needs and expectations of students and in consultation with the Director, develop policies, systems and the team structures necessary to deliver the highest level of client service and experience.

- Facilitate and work in partnership with stakeholders and teams across UQ to provide effective and rapid problem-solving; building a holistic and shared understanding of student centred service delivery whilst ensuring full and satisfactory resolution of issues.

- Assist in researching and analysing national and international best practice to facilitate the development and delivery of a range of student centred experiences and model options that meet targeted student needs.

- Lead process redesign initiatives in assigned areas ensuring that there is effective collaboration with stakeholders, subject matter experts and suppliers, focus on understanding the customer voice and considering best practices both nationally and internationally to deliver student centred and responsive processes.

- Provide strong change management leadership in assisting teams in executing and optimizing agreed initiatives quickly, smoothly and effectively.

- Oversight the development of effective on-line support material that addresses the changing needs of students effectively and optimises the student experience through self-service.

- Identify and develop appropriate data sources and analysis options to support the promotion of student centred services as a strategic priority at UQ, providing reports and recommendations to promote the desired cultural and/or systems change across UQ as required.

- Experience of managing and delivering services to students relating to disability, access and inclusion.

- Monitor and analyse budgets for various services ensuring that resources are optimized and value for money is achieved and advise the Director on business cases for cost-saving options or investment opportunities to optimize services.

- Other duties as reasonably directed by the Director, Student Affairs or Director, Student Services.
**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 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 Director, Student Services.
SELECTION CRITERIA

**Essential**

- Completion of an postgraduate qualifications or progress towards postgraduate qualifications and extensive relevant experience or extensive experience and management expertise or an equivalent combination of relevant experience and/or education/training
- Experience managing a team of people to deliver effective and efficient client-centred services
- Significant experience working collegially in partnership with a range of stakeholders across complex and multifaceted organisations, including at senior levels to negotiate and agree outcomes
- Extensive relevant experience developing and implementing project plans, including measurement of outcomes, timelines, regular communication and monitoring of progress within budget and required standards
- Ability to prioritise own workload in a high pressure environment, work independently and proactively and meet deadlines with attention to detail
- Ability to think strategically and support shared purpose and direction to achieve business outcomes and lead staff through the changes.
- Strong communication skills and experience in leading staff through challenging change management initiatives, remaining resilient, motivated and enthusiastic

**Desirable**

- Demonstrated ability to prepare resources to enable student-centered services, including teaching and learning
- Knowledge of issues related to the student experience and employability within higher education nationally and internationally, including within a legal requirement framework.
- Willingness to accept responsibility, demonstrative initiative and work creatively in a team environment
- Understanding of information systems and implementation of technology solutions.

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. For further information please contact our Australian Indigenous Employment Coordinator at: atsi_recruitment@uq.edu.au

Applications are also encouraged from women.

This role is a full-time position; however flexible working arrangements may be negotiated.