

Business Services Coordinator

Student Services & Wellbeing

Administrative Division



**the university
for the real world**

About QUT

QUT is a major Australian university with a global outlook and a 'real world' focus. We are one of the nation's fastest growing research universities and our courses are in high demand.

We are an ambitious and collaborative institution that seeks to equip our students and graduates with the skills they will need in an increasingly disrupted and challenged world. We are transforming the student experience we offer our 50,000 students and we place a premium on the international and national accreditation of our various professional degrees.

Our internationally award-winning Science and Engineering Centre is home to The Cube, acknowledged as one of the world's largest digital interactive learning and display spaces. QUT established the world's first Creative Industries Faculty, and we invest heavily in collaborative learning and interdisciplinary research environments, including the \$95M Education Precinct.

Further information about QUT can be obtained from the website at www.qut.edu.au.

Our Vision

QUT's [Blueprint 6](#) is our institutional strategic plan. The Blueprint formalises QUT's ambitions and declares our strong sense of purpose which is to provide transformative education and research relevant to our communities. It provides a framework and strategies to enable QUT to realise our vision to be the university for the real world and identifies the following priorities:

- support aspiration and inclusion
- encourage creativity and entrepreneurship
- embrace digital transformation and technology
- embed principles of health and wellbeing
- support Indigenous Australian engagement, success and empowerment
- enable professional engagement and ethical leadership and,
- focus on the environment and sustainability

Aligned to and supporting our vision are the QUT Values. These Values highlight what makes QUT distinct and successful. Providing a compass for our decisions, actions and behaviours and strengthening our community.

QUT Values

- Ambition
- Curiosity
- Innovation
- Integrity
- Inclusiveness

About the Administrative Division

The Division plays an integral role in assisting the University to achieve its teaching, research and service goals in two important ways: firstly by providing management and support services in relation to students and staff through a range of operations; and secondly through its role as the custodian of the University's legislative obligations and standards, governance and policy.

About Student Services and Wellbeing

The Student Services and Wellbeing portfolio leads the university-wide strategy and coordination of all non-academic matters related to the student experience. The portfolio of Student Services and Wellbeing delivers a range of services across the student life cycle, as well as providing advice and leadership to the university on a broad range of student matters, including social justice and public policy.

Student Services and Wellbeing consists of the following departments: Student Administration, HiQ, Equity, Student Services and Health, Safety and Environment (HSE). The portfolio also has strong links to and works closely with QUT's Oodgeroo Unit.

Student Services and Wellbeing aspires to be a collaborative, distinctive and innovative department that makes a real and positive difference to students, from pre-tertiary to graduation and beyond. The portfolio is focused on delivering services to support the university's commitment to an exceptional student experience, leading to positive outcomes in success, retention and completion. This includes developing a campus culture which is inclusive, safe, and respectful for all students.

About the Position

The Business Services Coordinator plays a key role in supporting Student Services with ensuring exceptional client service, as well as efficient information, operational and administrative services.

This position reports to the Director, Student Services for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Contribute to operational planning and ensure that business functions are effectively supported through the innovative use of digital technologies and the design, implementation and continuous improvement of systems and processes.
- Coordinate records and information management practices, making recommendations on digital solutions and ensuring compliance with relevant legislation and policies.
- Contribute to reporting, both internal and external, and data collection activities to support decision making including supporting the Director, Student Services with drafting and presenting reports on service demand, satisfaction and feedback across all channels (phone, e-mail, live chat, face-to-face).
- Provide supervision and leadership to a small team.
- Coordinate student and staff communications and ensure Student Services content is accurate on communication channels including SharePoint, Digital Workplace and external QUT sites.
- Contribute to the development and continuous improvement of sustainable, tiered business services.
- Compliance with health, safety and environment policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- participate in job rotation or multiskilling in consultation with their supervisor;
- work across campuses

Type of appointment

This appointment will be offered on an ongoing, full-time basis.

Location

Gardens Point Campus.

Selection Criteria

1. Education, training and/or experience equivalent to completion of a degree with subsequent relevant work experience.
2. Demonstrated experience in the review and implementation of business systems and processes to deliver effective professional services to clients.
3. Highly developed written and oral communication and interpersonal skills, including the ability to work collaboratively with others and effectively liaise and negotiate with a diverse range of clients and stakeholders.
4. Proven digital literacy using a range of applications and databases.
5. Demonstrated high level organisational skills with the ability to manage multiple tasks with competing deadlines.
6. Ability to supervise a small team providing frontline enquiry management services through a variety of channels.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 6 (HEW6) which has an annual remuneration range of \$93 370 to \$101 099 pa. Which is inclusive of an annual salary range of \$78 747 to \$85 266 pa, 17% superannuation and 17.5% recreation leave loading.

In July 2020 QUT staff voted in favour of a variation to its Enterprise Agreements. The variations were approved by the Fair Work Commission in August 2020.

The variation impacts leave loading (for new staff no loading will be paid or accrued during the period the variation is in effect), salary increases (the salary increase which was due to occur in the first full pay period of December 2020 has been deferred until the first full pay period of December 2021) and superannuation (superannuation will be paid to staff as though the salary increase which would have been paid in December 2020 has taken effect and, subject to the rules of the superannuation fund, a defined benefit member will continue to make

contributions in alignment with the contributions made by the University). A link to the variation is [here](#).

Beyond personal and professional fulfilment, a career at QUT brings a broad range of tangible benefits. With competitive remuneration including superannuation, the University offers real and generous benefits.

QUT is a high quality and flexible organisation that is proud of its excellent employment conditions which include but are not limited to:

- Reduced working year scheme
- Parental leave provisions
- Study support encompassing leave and financial assistance
- Comprehensive professional development
- Salary Packaging

Further benefits can be found at the [Working at QUT](#) page.

Information for applicants

This position is open to applicants who have ongoing full-time work rights in Australia. Aboriginal Australians and Torres Strait Islander people are encouraged to apply.

For further information about the position, please contact Shereen Metry, Director, Student Services on (07) 3138 2019 or Shereen.metry@qut.edu.au; or for further information about working at QUT contact Human Resources on (07) 3138 4104.

Candidates who are interested in the position are encouraged to apply even though they may feel they are not strong on individual selection criteria.

In assessing merit, the panel will take into consideration “performance or achievement relative to opportunity”. We recognise that many staff today have a range of personal circumstances, and career histories that challenge traditional ideas of a staff member. This may mean, for example, prioritising the quality of achievement rather than the quantity, as considerations of part-time employment, career interruptions and significant periods of leave are taken into account when assessing performance or achievement.

How to Apply

For further information and to apply, please visit www.qut.edu.au/jobs for reference number **21092**

When applying for this position we encourage you to provide a current CV/Resume and a written response (maximum of half page per criteria) outlining how you meet the selection criteria providing specific examples and outcomes of your achievements.

Applications close 31 January 2021