



HDR Liaison Officer

RESEARCH PORTFOLIO
ACADEMIC DIVISION



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 Research Portfolio

QUT has experienced the strongest, sustained research growth of any university in the sector over the last ten years. The scale and complexity of research at QUT has reached a level that requires enhanced processes and resources to support the University's research community in meeting its aspirations and compliance obligations.

The Portfolio of R&I provides high quality support and training and conducts compliance and reporting across a range of obligations at an organisational level in an environment of dynamic growth in cross institutional collaborations.

The Portfolio is comprised of five units including Office of Research Ethics and Integrity, Office of Research Services, Research Infrastructure, Research Policy and Strategy and Sustainability Strategy.

About the Position

The HDR Liaison Officer is part of the Client Services Team which is responsible for the delivery of a high level of consistent service provision to support HDR students and supervisors during the entire student lifecycle and ensures continuous improvement of the student and client customer experience.

Providing a key contact point for HDR students and staff, you will utilise your skills and knowledge, with specialist knowledge in at least one client area, to problem solve and provide advice and information, or escalate to the Senior HDR Liaison Officer, as necessary.

You will support the Portfolio Enquiry Management Service and will be supported by a comprehensive knowledge base to answer and re-direct queries as appropriate.

All staff members are expected to contribute as members of the team and to work across the Graduate Research Centre by collaborating and participating in the delivery of high quality services, multi-task projects and job rotations.

Team members may have primary expertise in one service area but are trained to support secondary service areas to support the wider team.

This position reports to the HDR Team Leader for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Working with the Senior HDR Liaison Officer, develop and mature a deep understanding of the designated client's business, the context in which it operates and maintain the internal and external operating environment.
- As part of the Portfolio Enquiry Management service, provide a professional reception service ensuring high level face to face, phone and online customer service experience for all initial enquiries to the Research Portfolio.
- Provide timely advice and resolution of simple queries and provide effective handover and referral to specialist service providers across the Research Portfolio, as necessary, including booking consultation rooms for resolution of complex issues and grievances, and assist the Senior HDR Liaison Officer, as required.
- Facilitate student progress through a strong understanding of the client portfolio.
- Enact and implement Faculty policies and procedures.
- Build and maintain strong working relationships with HDR students and supervisors within the client group to ensure end-to-end service delivery across application processes, candidature milestones and completion.
- Coordinate Faculty approval processes and facilitate submission of HDR forms in liaison with the Administrative Services Team.
- Take follow up action regarding enquiries and see through to resolution.
- Maintain appropriate data management including monitoring queues and flow of students, updating logs and the knowledge base.
- Undertake operational activities to support the student and client experience including drafting of follow up correspondence.
- Contribute to a collaborative and open team culture that is client-focused and proactive
- Compliance with health and safety 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

Kelvin Grove campus.

Selection Criteria

1. Education, training and/or relevant experience equivalent to completion of an associate diploma with at least two years subsequent relevant work experience or a degree without subsequent experience.
2. Demonstrated experience of providing customer service and ability to provide informed and relevant advice.
3. Demonstrated attention to detail that will enable the appointee to enter data into and extract data from complex databases with a high degree of accuracy.
4. Evidence of a sound knowledge of effective administrative processes, preferably within research administration or postgraduate research student matters.
5. Demonstrated oral and interpersonal communication skills with a proven ability to liaise effectively with a diverse range of people at all levels of an organisation in a professional manner.
6. Demonstrated ability to manage time and high volume tasks efficiently and to assist to meet tight deadlines within the context of competing priorities.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 5 (HEW5) which has an annual remuneration range of \$79,654 to \$89,842 pa. Which is inclusive of an annual salary range of \$67,883 to \$76,566 pa and 17% superannuation.

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

The position is open to ongoing staff whose substantive position is redundant or a staff member whose substantive position is in a job family to be reduced in size or any ongoing, fixed-term, casual or sessional staff member including those employed on or after 23 April 2020. Indigenous Australians who have not been employed by QUT previously are also eligible and are encouraged to apply.

If there are applications from phase 1 eligible staff, these will be assessed by the selection panel. In the event that there are no suitable candidates from phase 1, applications from phase 2 candidates will be provided to the selection panel.

For further information about the position, please contact Andrew Kerlake, Director, Graduate Research Centre, on (07) 3138 5166; 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 21194.

When applying for this position we encourage you to upload your current resume and response to the selection criteria.

Applications close 3 March 2021