



# Senior Ceremonies Manager

**STUDENT SERVICES AND WELLBEING  
ADMINISTRATIVE 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](http://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 and staff 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 & Environment (HSE). The portfolio also has strong links to and works closely with QUT's Oodgeroo Unit and Human Resources.

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 and staff.

The Student Administration department makes a key contribution to the delivery of

student services that span the student lifecycle: admission, enrolment, billing and invoicing, timetable management and class registration, examinations, results, records management, progression and graduation. The department supports international, domestic and research higher degree students, in collaboration with specialist service partners across the university.

## About the Position

The Senior Ceremonies Manager provides strategic leadership and operational oversight of the organisation and conduct of QUT Graduation Ceremonies and other high-level ceremonial occasions. The primary goal of the position is to ensure ceremonies are high quality and appropriate for QUT's graduates and the University as a whole. The Senior Ceremonies Manager must promote the delivery of high quality, efficient, cost-effective and targeted services and embed a student-focused culture of innovation, team-work and continuous improvement in everyday practices.

The role is responsible for providing advice on graduation and protocol related matters to high level internal clients and operational teams and must be able to communicate complex information clearly and in a manner appropriate to the audience.

The Senior Ceremonies Manager will be responsible for developing and maintaining cooperative and collaborative partnerships both internal and external to the Student Administration Department, and as a member of the Department's management team, will be required to take on leadership of department wide portfolios as allocated by the Director, Student Administration.

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

All staff in the Department are expected to contribute to work across the department by participating in cross-functional projects, teamwork, exchanges, and rotation as required.

### Key responsibilities include:

- Provide strategic oversight and effective overall leadership and management of the Ceremonies team which includes:

- Implementing change in organisational culture and service delivery
- Fostering a highly skilled, client focused, cohesive team
- Developing appropriate staff recruitment, retention and development strategies
- Effectively managing resources in a climate of budgetary constraint.
- Oversee the planning and coordination of QUT's local and interstate ceremonies.
- Provide advice to the Director, Student Administration, the Vice-President (Administration) and University Registrar, and the University Executive on graduation policies, procedures and protocols.
- Contribute to the University's strategic plans including the provision of reports and statistical information.
- Contribute to the effective management of other high-profile university events in partnership with other areas of the University community.
- Manage and interpret policy and legislative requirements affecting the delivery of ceremonies and make recommendations to existing services and business practices as required.
- Develop effective working partnerships with senior level staff both within the Department and across the University.
- Develop, communicate and implement service standards, as well as developing and monitoring process controls that measure service effectiveness and client satisfaction.
- Identify and implement continuous improvement and innovation opportunities with a view to reducing costs and increasing service efficiencies.
- Maintain knowledge of emergent best practice in the provision of graduation services and event management across the sector and other external organisations.
- Maintain knowledge of information technology advances in the provision of service in a diverse and demanding environment.
- Represent QUT and to regularly liaise with external partners, service providers, and government departments at all levels.
- Contribute to the strategic direction and workforce planning of the department through participation on departmental management team and management groups and oversee the implementation of operational plans from this process that directly affect the ceremonies team.

- Ensure staff complete required Health Safety and Environment (HSE) induction and training; Regularly review work procedures to ensure all work is performed in a safe manner.
- 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

Gardens Point campus. The Ceremonies team is planned to move to the Kelvin Grove campus in 2021.

## Selection Criteria

1. Education, training and/or relevant experience equivalent to completion of postgraduate qualifications in conjunction with extensive relevant experience.
2. Demonstrated ability to plan, coordinate and manage large scale projects and events, including extensive knowledge of ceremonial and other formal protocols requiring a high degree of cultural sensitivity and respect for diversity.
3. Proven effective leadership and management skills that drive teamwork, high performance and excellence in service provision.
4. Demonstrated experience in identifying, embracing and leading change that provides strategic value in an environment of continuous improvement.
5. Highly developed communication skills including demonstrated ability to produce reports and documentation for a highly educated audience and to collaborate, build and maintain relationships across staff, colleagues, networks and other external bodies to achieve business outcomes.

6. Proven analytical and problem-solving skills including the ability to develop innovative and creative solutions in a high-pressure environment.

### Remuneration and Benefits

The classification for this position is Higher Education Worker Level 10 (HEW10) which has an annual remuneration range of \$143,375 to \$160,362 pa. Which is inclusive of an annual salary range of \$122,188 to \$136,664 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 current staff members of QUT who have ongoing full-time work rights in Australia. Former QUT staff members who

were employed at 23 April 2020 are also eligible to apply for this position. Please indicate your eligibility within the application questions. In support of our strategic priority of Indigenous Australian success, Aboriginal Australians and Torres Strait Islander people who are not QUT staff are also eligible and encouraged to apply.

For further information about the position, please contact Alison Shirra, Associate Director, Student Management, on (07) 3138 3428; or for further information about working at QUT contact Human Resources on (07) 3138 4104

### **How to Apply**

For further information and to apply, please visit [www.qut.edu.au/jobs](http://www.qut.edu.au/jobs) for reference number **21255**.

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 7 March 2021**