

Transition Support Manager

**Faculty of Creative Industries, Education and
Social Justice
Academic 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 Position

The Transition Support Manager provides leadership in the delivery of essential transition support and best practice change management support to guide positive cultural and procedural change. The position will advise and support the Faculty leadership, as well as the Faculty's academic and professional staff, during the transition to the new Faculty structure and centralised support service model.

The Transition Support Manager plays a pivotal role in the provision of change leadership, and quickly develops effective working relationships to act as the Faculty liaison and point of contact for key internal and external stakeholders of the Repositioning QUT change process, including academic and professional staff, Faculty and Divisional leadership and HDR students.

This position reports to the Executive Dean or Deputy Dean, Faculty of Creative Industries, Education and Social Justice for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Execute the University's change strategy in conjunction with the strategic direction outlined by the Faculty executive.
- Develop and implement a Business Process Review Framework to assist the Faculty to prioritise and undertake such reviews.
- With the guidance of the Executive Dean and Deputy Dean, develop efficient business processes and performance measures for the Faculty, including the collection and analysis of performance data and the documentation of processes and procedures.
- Work with the Faculty executive to deliver best practice change management support to guide positive cultural and procedural change.
- Develop and monitor measurements of operational effectiveness and client

satisfaction and make improvement recommendations to Faculty and area leaders.

- Develop and implement a framework for supporting Faculty leaders with the implementation of improvement recommendations, including the identification and development of process and system improvements to promote efficient and effective service and develop cohesion within the Faculty.
- Compile and analyse change feedback, both formal and informal, to provide a grass roots overview of change management and operational effectiveness to Faculty leadership.
- Work closely with the Faculty Operations Manager to ensure that the onboarding process for new positions runs smoothly and that appropriate support is provided where skill development is required.
- Work with the Faculty leadership to quickly attend to issues resulting from new workload and new work allocation arrangements.
- Develop and nurture effective and trusted working relationships with Faculty leadership and other key stakeholders and develop a comprehensive understanding of the needs of the Faculty through the transition process.
- Liaise with and support academic and professional staff to identify and develop inter-Faculty and interdisciplinary collaboration opportunities and provide support to maintain existing collaborations within the framework of the new operating model.
- Liaise with the Transition Support Managers in other Faculties to coordinate assistance where needed.
- Coach and influence academic and professional team members to develop an understanding of, and adapt to, the new centralised service model and Faculty structure.
- Develop and coordinate transitional staff movements to facilitate cohesive workspaces in line with the new Faculty structure.
- Undertake other change- and transition-related planning and delivery as directed by the Faculty executive.
- Comply 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 a fixed-term, full-time basis for up to 12 months.

Location

Kelvin Grove campus.

Selection Criteria

1. Relevant education, training and/or experience equivalent to the completion of postgraduate qualifications in a relevant area, together with extensive experience working with senior business leaders to achieve successful outcomes.
2. Demonstrated experience leading and guiding structural and cultural change processes with specific demonstrated outcomes within a large organisation, including planning, managing personnel impacts, and delivering excellent client service.
3. Excellent interpersonal, communication and negotiation skills to effectively partner, influence and collaborate at all levels to achieve successful outcomes.
4. Demonstrated experience in preparing a range of documents for a variety of stakeholders and audiences, including planning documents, submissions and proposals to successfully influence stakeholders.
5. Record of success in critically evaluating systems and processes to achieve ongoing improvements at a strategic and operational level, with specific expertise in administrative policies and procedures related to Faculty operations in the higher education sector.

Remuneration and Benefits

The classification for this position is:

- Higher Education Worker Level 10 (HEW10) which has an annual salary range of \$122,188 to \$136,664 pa plus superannuation; OR
- Academic Level D (LEVD) which has an annual salary range of \$143,557 to \$158,166 pa plus 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.

