

Client Manager (Engineering; Science; and Health)

International Portfolio

Chancellery 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 Chancellery Division

The Vice-Chancellor and President is responsible to Council for providing leadership to the University and for the academic, financial and administrative functions of the University. The Vice-Chancellor is also QUT's chief representative on external forums.

The Vice-Chancellor leads the Chancellery Division which includes the Business Development and International Portfolios, Indigenous Strategy, Government Relations and Policy, Assurance, Risk and Integrity Services, Marketing and Communication, and Finance Business Solutions.

The Office of the Vice-Chancellor provides support and manages the business of the Vice-Chancellor and Chancellery Division. The Chancellery supports the University Executive in fulfilling their responsibilities to Council for providing leadership to the University and its academic, financial and administrative functions.

About the International Portfolio

The International Portfolio in the Chancellery Division leads QUT's international strategy, international student recruitment activities, and international student mobility and exchange programs. As part of the International Portfolio, QUT International supports QUT's 'real world' positioning in teaching and research by seeking and servicing international, local and internal partnerships.

About the Position

The Client Manager (Engineering; Science; and Health) is a management position responsible for the strategic alignment of QUT International service provision with internal QUT stakeholders.

This position reports to the Executive Director, QUT International for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Lead the identification, development, assessment, and management of international recruitment, cohort partnership, mobility, business development and other opportunities for the QUT Client Group.
- Interpret relevant policies and procedures and provide expert advice on the impact of legislation and political/social events as they relate to the QUT Client Group.
- Build deep and expert knowledge of the QUT Client Group's strengths, strategic and other goals.
- Provide expert advice to the QUT Client Group on proposed new programs or initiatives
- Provide updates and advice to the international recruitment and relations team on present and future offerings of the QUT Client Group.
- Develop and maintain strong relationships across the QUT Client Group leadership as well as other academic and professional staff.
- Develop and implement strategies specific to the needs of the QUT Client Group to enhance the impact of international recruitment, cohort partnership, mobility, and business development initiatives.
- Develop and deliver QUT Client specific initiatives as required.
- Research and analyse reports, statistics and other data to identify trends, provide high level recommendations, improve strategies, and prepare submissions, reports and briefing papers.
- Management and maintenance of institutional cohort partnerships for the QUT Client Group.
- Provide leadership to and manage the QUT Client Partner team including performance planning and review, workload management and identification of relevant staff development opportunities.
- Cooperate closely with the QUT International regional teams to ensure alignment of effort and resourcing to support QUT goals on engagement, mobility, and international student recruitment.
- Manage relationships, engagement and communications with other relevant

internal and external stakeholders to influence the achievement of partnership and business development outcomes.

- Represent QUT at both national and international recruitment and partner events and activities as required.
- 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 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 relevant experience equivalent to the completion of postgraduate qualifications with extensive relevant experience in higher education recruitment and business development.
2. Proven effective leadership that contributes to the strategic direction of the business and a high performance culture.
3. Demonstrated ability to interpret relevant policies and procedures applicable to international higher education, and provide business guidance and risk assessment.
4. Demonstrated ability in building strong and beneficial global partnerships, which add value to the university.
5. Demonstrated high level communication and interpersonal skills, including the ability to effectively consult and collaborate with internal and external clients on a diverse range of matters in a professional and confident manner.

Desirable:

1. Fluency in a second language.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 9 (HEW9) which has an annual remuneration range of \$133,814 to \$140,187 pa. Which is inclusive of an annual salary range of \$114,040 to \$119,470 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.