

# Communications Team Leader

## Marketing and Communication Department

### Chancellery 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 Department

The Marketing and Communication Department is responsible for:

- Building and protecting QUT's brand and reputation
- Engaging and recruiting future students
- Ensuring communications from QUT are effective and of high professional standard.

As well as professional services provided to the university community, the Department is responsible for a variety of corporate communication functions and oversees relevant policies, protocols and governance arrangements.

## About the Position

The HiQ Communications Team supports best practice communication across QUT with a goal of improving and simplifying communication to support the student lifecycle. The team is responsible for management of information and communications for current students across channels including the student intranet, mobile app, digital communications and service awareness campaigns.

The Communications Team Leader is responsible for providing leadership within the team to deliver strategic communication outcomes for students, staff and the university.

This involves collaboration across the university to explore innovative and measurable communication approaches, with a focus on improving consistency and quality of communication to students.

This position reports to the Manager, HiQ Communications for supervision and workload management and for Performance Planning and Review (PPR).

### Key responsibilities include:

- Leading role within the team to deliver strategic communication outcomes for internal stakeholders, and support to QUT to deliver services to students and staff
- Coordinate the delivery, implementation and ongoing review of the team communications strategy in collaboration with the HiQ Communications Manager
- Provide leadership in collaborating with a range of stakeholders and user groups with differing perspectives, communicating with individuals at all levels of seniority in a professional manner
- Build and manage positive and effective relationships with student services, including HiQ, and with other key internal communication stakeholders
- Provide leadership within the team to develop systems and processes to ensure quality and consistency of student communications, including continuous improvement and reporting
- Proactively manage issues, risks and opportunities in consultation with the Manager, HiQ Communications.
- Implement and adhere to HSE policies, procedures, systems and safe work practices.
- 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.

## Selection Criteria

1. Education, training and/or relevant experience equivalent to the completion of a postgraduate degree in marketing/communication or related area in conjunction with relevant experience leading a small team
2. A proven track record of designing and delivering communication strategies in a complex organisation
3. Ability to plan, organise and prioritise workloads in order to meet deadlines and produce work with a high level of quality and attention to detail
4. Excellent interpersonal, presentation and influencing skills that demonstrate experience in liaising with internal and external stakeholders at a variety of levels
5. Demonstrated digital literacy skills including proven understanding and experience working with web, social media, interactive design and digital communication channels.

### Remuneration and Benefits

The classification for this position is Higher Education Worker Level 8 (HEW8) which has an annual remuneration range of \$114,354 to \$129,614 pa. Which is inclusive of annual salary range of \$97,738 to \$110,781 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.