



# Conversion 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 matters, including social justice and public policy.

Student Services and Wellbeing consists of the following departments: Student Administration, HiQ, Equity, Student Services, Safety and Environment (HSE). The portfolio also has strong links to and works closely with QUT's Oodgeroo Unit.

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.

## About the Position

The Conversion Manager will plan, manage and execute the QTAC Conversion initiative. The position will lead a team and collaborate with stakeholders to develop an enterprise-wide strategy and service model for the continuous improvement of the conversion rate of QTAC offered students. The role will be responsible for the coordination and implementation of short-term improvements in partnership with key stakeholders.

This position reports to the Manager, Future Students and Conversion for supervision, workload management and for Performance Planning and Review (PPR).

### Key responsibilities include:

- Leading and coordinating the development and maintenance of project plans (quality, risk, evaluation, communication etc) and activities in collaboration with service leaders, sponsors and other key stakeholders including establishing milestones, responsibilities and monitoring progress against key success indicators for the program.
- Proactively managing issues, risks and opportunities in consultation with stakeholders ensuring objectives are delivered within agreed time, scope and budget.
- Building and managing effective relationships to influence decisions and contribute to the development of strategic outcomes.
- Using an evidence based approach, consult and collaborate with key stakeholders to develop a university-wide conversion strategy that is customised and targeted to the diversity of first year students, caters to the functional needs of key stakeholders and considers implications for out-of-scope cohorts.
- Review current resources, identifying alternate solutions through improvements in automated and non-automated components, review and update processes or service delivery models.
- Provide leadership in the development of meaningful performance measures, evaluation of activities, data sources and analytics to inform and guide planned conversion activities.
- Provide supervision and leadership to a small team.

- 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 completion of postgraduate qualifications and extensive relevant experience.
2. Demonstrated knowledge of the commencing student experience, and proven expertise in the coordination and delivery of orientation and transition programs.
3. Demonstrated high level planning and organisational skills with demonstrated ability to organise and prioritise work activities to meet competing deadlines and to achieve positive work outcomes in a client focussed environment.
4. Demonstrated high standard of written and verbal communication and interpersonal skills including the ability to communicate and collaborate with diverse stakeholders at all levels across the University to achieve positive outcomes.
5. Demonstrated ability to effectively manage staff.
6. Strong digital literacy skills with demonstrated experience in using IT systems to record and report on data, and/or to deliver online services to customers.

### 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.