

# Senior HDR Liaison Officer

## Graduate Research and Development

### 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](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 Research and Innovation

QUT has experienced the strongest, sustained research growth of any university in the sector over the last ten years. The scale and complexity of research at QUT has reached a level that requires enhanced processes and resources to support the University's research community in meeting its aspirations and compliance obligations.

The Portfolio of R&I provides high quality support and training and conducts compliance and reporting across a range of obligations at an organisational level in an environment of dynamic growth in cross institutional collaborations.

The Portfolio is currently comprised of five units including (but not limited to):

**Office of Research Services (ORS)** provides high quality support and assistance to QUT staff, students, collaborators and partners to identify, attract and manage funding from competitive, commercial, programmatic and consultancy sources. The Office also manages the university's research management platforms and coordinates internal and external research reporting.

**Office of Research Ethics and Integrity (OREI)** assists researchers in seeking ethical approval and governance of all human, animal and biological related research and in meeting statutory and research integrity obligations. OREI arranges research integrity, ethics and biosafety training.

**Office of eResearch** capitalises on digital disruption to deliver high-impact, transdisciplinary research. The Office works in partnership with researchers and end users to develop technological solutions that solve real-world problems by understanding the research question, bringing clarity to the technical and socio-technical challenges and applying leading-edge technology to develop solutions that meet the needs of QUT's stakeholders.

## Office of the Pro Vice-Chancellor (Graduate Research and Development)

- **Graduate Research Centre (GRC)** provides support and advice to higher degree research (HDR) candidates and supervisors across the HDR lifecycle including admissions and enrolment, award and administration of scholarships, candidature management and thesis examination.
- **Graduate Research Education and Development (GRE+D)** supports learning and skills development for all research students and their supervisors, thereby preparing industry and work ready research graduates.

## About the Position

The Senior HDR Liaison Officer is part of the Client Services Team which responsible for the delivery of a high level of consistent service provision to support HDR students and supervisors during the entire student lifecycle and ensures continuous improvement of the student and client customer experience.

Providing high level advice and responses to enquiries and complex HDR student matters, this position assists with the delivery of Faculty initiatives and strategic activities such as scholarships, seminars and events.

The position is responsible for management of information and communications for future and current students across a variety of channels including the student intranet, digital communications and service awareness campaigns.

All staff members are expected to contribute as members of the team and to work across the Graduate Research Centre by collaborating and participating in the delivery of high quality services, multi-task projects and job rotations. Team members may have primary expertise in one service area but are trained to support secondary service areas to support the wider team.

This position reports to the HDR Team Leader for supervision, workload management and for Performance Planning and Review (PPR).

## Key responsibilities include:

- Develop and maintain a deep understanding of the designated client's business, the internal and external operating environment and the context in which the client operates.
- Proactive management of student and staff enquiries and complex matters, review enquiry analytics to set and meet key performance indicators and eliminate unnecessary enquiries or pain points.
- Provide a professional high level face-to-face, phone and online customer service.
- Facilitate the resolution of student issues and grievances.
- Provide high-level advice to HDR students and supervisors regarding University and Faculty policies, rules, guidelines and procedures.
- Assist with monitoring student progress including milestone reporting and proactive follow-up.
- Work collaboratively with the Administrative Services Team to assist with complex scholarship enquiries.
- Assist with developing and coordinating Faculty research training and seminar programs, research forums, symposiums and seminars.
- Writing and editing communications for the Faculty including, but not limited to, promoting scholarship rounds and internal schemes, assisting with seminars and providing content for student topics and projects.
- Interpret and apply University wide policies, systems and processes to the planning and implementation of communications activities to maximise outcomes, ensure compliance, manage risk and promote efficiency.
- Contribute to a collaborative and open team culture that is client-focused and proactive.
- 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

Kelvin Grove campus.

## Selection Criteria

1. Education, training and/or relevant experience equivalent to completion of a degree in conjunction with subsequent relevant experience or an equivalent combination of relevant experience and/or education/training.
2. Proven substantial experience of managing complex Higher Degree by Research student cases, and professional knowledge of providing student customer service and ability to provide relevant advice.
3. Experience in managing work flow in a client service centre environment with a focus on Higher Degree by Research students, including the proven ability to escalate, prioritise and redirect enquiries as necessary ensuring a smooth handover and follow up.
4. Demonstrated high level oral and written communications and interpersonal skills including the ability to clearly communicate, consult, negotiate, and liaise with individuals both external and internal to QUT, and specifically Higher Degree by Research Students and their Supervisors.
5. Evidence of the commitment to continuous improvement with demonstrated experience of the ability to identify and document issues as part of ongoing quality assurance.
6. Demonstrated digital literacy skills with a large range of software, and the capacity to quickly learn new systems.

## Remuneration and Benefits

The classification for this position is Higher Education Worker Level 6 (HEW6) which has an annual remuneration range of \$92,402 to \$100,051 pa. Which is inclusive of an annual salary range of \$78,747 to \$85,266 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 ongoing staff whose substantive position is redundant or a staff member whose substantive position is in a job family to be reduced in size.

For further information about the position, please contact Andrew Kerslake, Director, Graduate Research Centre, on (07) 3138 5166; or for further information about working at QUT contact Human Resources on (07) 3138 4104.

QUT is proud to be an inaugural Athena SWAN charter member. We have extensive and established support programs for women in STEMM. For more information on the Athena SWAN charter, contact Tracy Straughan on (07) 3138 1584.

Candidates who are interested in the position are encouraged to apply even though they may feel they are not strong on individual selection criteria.

In assessing merit, the panel will take into consideration “performance or achievement relative to opportunity”. We recognise that many staff today have a range of personal circumstances, and career histories that challenge traditional ideas of a staff member. This may mean, for example, prioritising the quality of achievement rather than the quantity, as considerations of part-time employment, career interruptions and significant periods of leave are taken into account when assessing performance or achievement.

### **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 **20732**.

When applying for this position we encourage you to upload a current Curriculum Vitae and response to the selection criteria (up to two pages).

**Applications close 15 December 2020**

