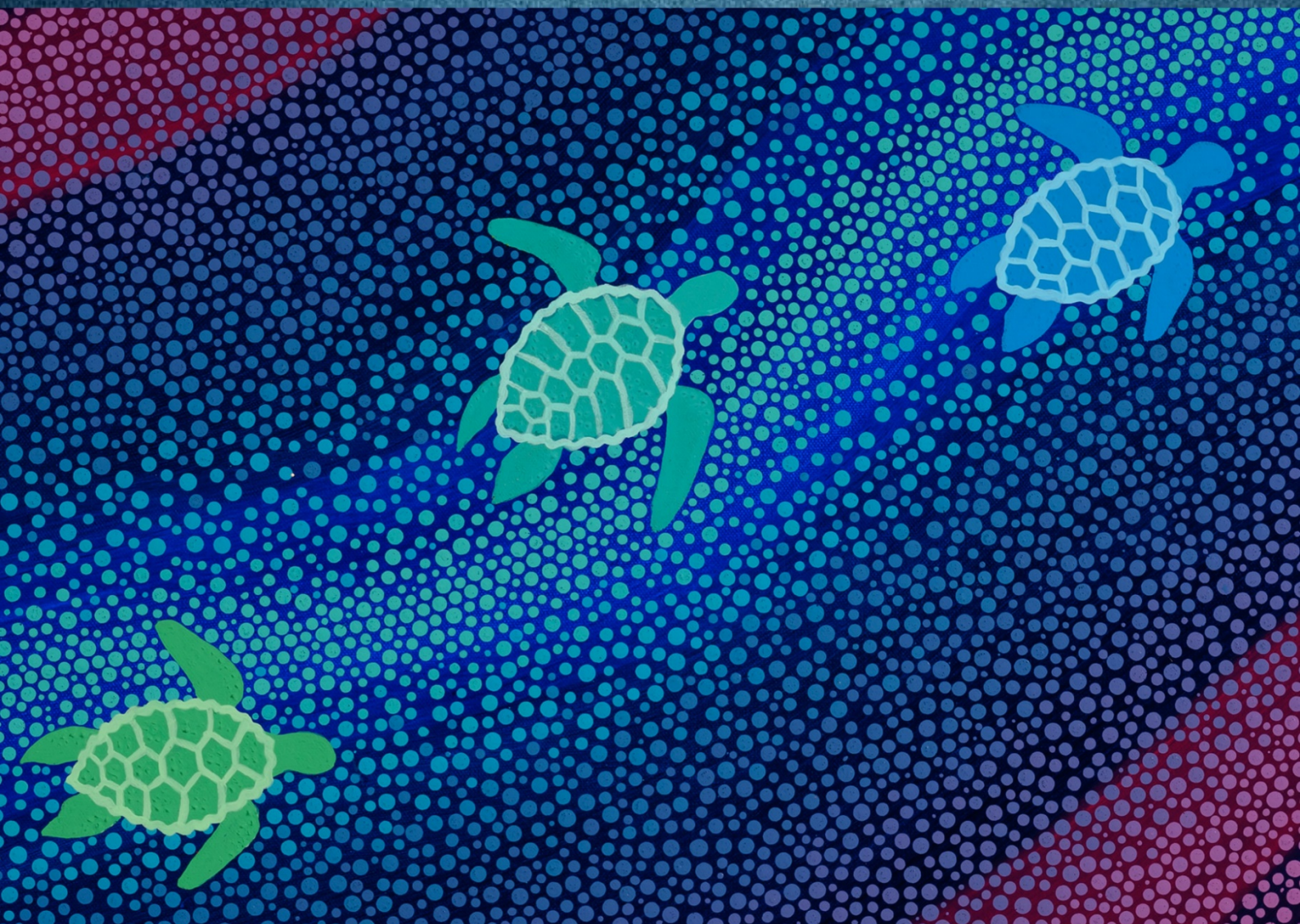


Senior Learning Success Coordinator

Oodgeroo Unit, Administrative Division



the university
for the real world

Acknowledgement of Country

QUT acknowledges the Turrbal and Yugara, as the First Nations owners of the lands where QUT campuses now stand.

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 new \$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

Indigenous Australian engagement, success and empowerment

QUT's [Blueprint 6](#) outlines how we will live up to our commitment to increase Indigenous engagement, success and empowerment.

Key components of QUT's commitment include the appointment of the Pro-Vice Chancellor (Indigenous Strategy) to oversee Indigenous Australian policy, strategy and strategic partnerships across the university; and the establishment of the Carumba Institute to undertake world-class Indigenous-led research, and learning and teaching in collaboration with Indigenous communities.

Additionally, QUT has commenced a program of engagement with Indigenous people to assist in achieving its Blueprint outcomes by commencing a traditional owner Elder in Residence program; and forging partnerships with peak Indigenous Australian organisations.

As part of our commitment to making our physical campuses more appropriate we are:

- implementing a Country to Campus strategy
- constructing new purpose-built spaces for the Carumba Institute, an Indigenous Australian Museum and the Oodgeroo Student Support Unit (Gardens Point campus) and
- refurbishing the existing support space for Indigenous Australian students on our Kelvin Grove campus.

QUT is committed to increasing the number and retention of Indigenous Australian staff and encourage Indigenous Australians to apply for this and other positions within QUT.

About the Administrative Division

The Administrative 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 the Oodgeroo Unit

Established in 1991, The Oodgeroo Unit is QUT's Aboriginal and Torres Strait Islander student success unit, providing admission pathways and support for Aboriginal and Torres Strait Islander people.

The Oodgeroo Unit is responsible for and committed to ensuring pathways to higher education and the academic success of Aboriginal and Torres Strait Islander people. This includes;

- assisting Aboriginal and Torres Strait Islander people to enter University
- providing our students with academic, personal, and cultural support throughout their degree
- providing a visible cultural presence at QUT
- engaging in community events, representing QUT
- promoting real world opportunities for our students.

Our main administration office is located at Kelvin Grove, with facilities at our Gardens Point student centre. On both campuses we have computer labs, places to study and work with tutors, and places to meet with other students.

All Oodgeroo Unit staff are required to work across both campuses.

The Oodgeroo Unit is situated within the Division of Administrative Services

About the Position

The Senior Learning Success Coordinator is responsible for a high achieving team with a focus on implementing strategies to advance the participation and success of Aboriginal and Torres Strait Islander students. The role

focuses on delivering and monitoring initiatives within a student centric framework to improve student outcomes. The Senior Learning Success Coordinator provides leadership in the development and implementation of student support practices that reflect the needs and aspirations of Aboriginal and Torres Strait Islander students to ensure their success. The position will ensure the implementation of agreed approaches to meet the needs of students ensuring continuous improvements and evidence based approaches. The position will develop referral pathways to a range of community based services.

The Senior Learning Success Coordinator will demonstrate leadership and initiative while working with other team members to achieve Unit outcomes. This position reports to the Manager, Oodgeroo Unit for supervision, workload management and for Performance Planning and Review (PPR).

Key responsibilities include:

- Provide high level advice and feedback to the Manager, Oodgeroo Unit on initiatives, strategies and practices to assist Aboriginal and Torres Strait Islander students in their academic achievement and personal and holistic support to ensure their success.
- Manage an agile campus-based team to ensure professional and compassionate high-quality service delivery, consistency of processes, data recording and collection to continuously improve performance against key performance areas.
- Work collaboratively with Aboriginal and Torres Strait Islander students to provide culturally appropriate support and advice in the context of their programs of study and identify appropriate services when required.
- Develop and foster positive and proactive relationships with Aboriginal and Torres Strait Islander staff, students, community and stakeholders.
- Build and influence relationships, partnerships and collaborations across the University including academic and professional support units accessing shared systems and processes to deliver a seamless service for students.
- Provide excellent leadership and drive a high performing team while ensuring the delivery of improved student outcomes.
- Lead the development and implementation of key initiatives and programs which support academic achievement and enable

broader holistic responses to achieve student success.

- Monitor and review policies and procedures, including effective case management to identify opportunities to improve and streamline processes to achieve continuous improvement.
- Ensure policies, procedures and administration processes including effective case management and record keeping are delivered in accordance with QUT policies and best practise principles.
- Make recommendations to other operational areas in matters related to student advisory services.
- Be a leading example of the principles and values of QUT's Blueprint 6, always behave, act and communicate to reflect the values ambitions, curiosity, innovation, integrity and inclusiveness.
- Contribute to ongoing development and improvement of best practice models associated with the management of student risk.
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

Type of appointment

This appointment will be offered on an ongoing, full-time basis.

Location

Kelvin Grove campus.

Selection Criteria

1. The completion of postgraduate qualifications or progress towards postgraduate qualifications with relevant experience in education or social sciences and/or extensive experience within educational settings.
2. Proven outcomes working with Aboriginal and Torres Strait Islander peoples and their communities to meet their cultural and learning needs, with a demonstrated ability to communicate complex issues sensitively and effectively.
3. The ability to develop and deliver innovative initiatives that empower and inspire Aboriginal and Torres Strait Islander peoples and their communities students to succeed in their educational endeavours.
4. Demonstrated ability to effectively communicate with a range of diverse

stakeholders and in particular Aboriginal and Torres Strait Islander peoples and their communities to positively engage and influence decision making.

5. Proven ability to use initiative to plan and prioritise workloads in order to meet tight deadlines whilst operating under minimum supervision and maintaining a high level of accuracy.
6. Demonstrated leadership and management skills that drive cohesion and high performance, with excellence in student centric service provision. This includes the ability to coach and mentor others.
7. Proven outcomes and success in delivering high-quality, strategically driven and evidence-based service delivery in complex environments undergoing major growth and transformation, where significant judgement and sensitivity has been required.
8. Lead and ensure compliance with all relevant legislation and University policies and procedures and exhibit best practice in leadership and management skills that drive teamwork, high performance, and excellence in student service provision.

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 an 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 the Enterprise Agreement. The Fair Work Commission approved this variation effective 24 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 Aboriginal Australians and Torres Strait Islander people. For this position it is a genuine occupational requirement that it be filled by an Aboriginal or Torres Strait Islander person as permitted by and arguable under sections 25, 104 and 105 of the Queensland Anti-Discrimination Act (1991).