

Role Description

Inclusion and Diversity

We all have a role in making our workplace one that embraces and values diverse backgrounds, perspectives and life experiences, creating a workplace where [we all belong](#).

Reasonable adjustments may be discussed with your manager, approved and documented to support and promote human rights and diversity across the workforce.



Manager

Job Evaluation No.	23300	CM No. 23/442519
Work Unit	Global Engagement DE International Policy, External Relations and International Policy, Performance, International and Intergovernmental Division	
Location	Brisbane	
Classification	AO8 Qld Public Service Officers and Other Employees Award - State 2015 36 ¼ hour week	
Job Type	Temporary Full-time Temporary period until 30 June 2025, unless otherwise determined	
Salary Range	\$140,726 – \$148,738 per annum Salary is reflective of full-time employment (1.0FTE) <i>Plus superannuation contributions of up to 12.75% of your annual salary.</i>	

Your employer

The Department of Education (DoE) is committed to giving all children a great start, engaging young people in learning, creating safe and inclusive workplaces and investing in communities for a stronger Queensland. Our human rights commitment is to create a stronger, fairer Queensland by respecting, protecting and promoting human rights in everything we do. Our objectives are: A great start for all children, every student succeeding, Building Queensland communities, Safe and capable people delivering our vision, Fair and safe workplaces and communities. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

For more information about the department, please visit our website at www.qed.qld.gov.au

Your opportunity

As the Manager, you will:

- Lead and manage teams, provide leadership and direction in the operations, planning, implementation and ongoing maintenance, support and enhancement of existing and future client services in alignment with the department's strategic directions.
- Provide high level advice and support to departmental executives, directors, internal and external stakeholders and customers regarding the services and systems supported by the International Student Program portfolio.

The Manager reports to the Director, International Student Programs, Department of Education International, Policy, Performance, International and Intergovernmental Division.

Your role

Appointments in the public sector are merit-based and will be assessed by looking at what you have done previously—the knowledge, skills and experience you have built, your potential for development, and your personal qualities.

Responsibilities include:

- Manage the enhancement of existing and future customer service systems, services and related processes in alignment with operating structures, departmental policies, relevant legislation and risk management.



- Establish, maintain and build on effective, mutually beneficial professional working relationships with both internal and external stakeholders including schools, vendors, external agencies and other departmental units.
- Provide high level strategic advice to senior officers of the department, schools, regions and other key stakeholders on emerging issues.
- Prepare and review materials, correspondence, reports and other documentation for senior departmental officers, boards, committees, government agencies on matters related to the services and systems supported by the International Student Programs portfolio.
- Promote and action a culture of continuous improvement across the directorate's program of work and support processes.
- Manage human and financial resources to maximise the efficiency, effectiveness and performance of the directorate.
- Ensure effective communication, collaboration and liaison occurs with schools, corporate and staff across the department and with other external stakeholders in relation to International Student Programs.
- Lead and manage teams to build team capability in effective and productive work practices.
- Represent International Student Programs at both internal and external forums.

Other responsibilities (as required)

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.

Competencies – How you may be assessed

[Leadership Competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

This role maps to **Team Leader**

Vision

- Leads strategically – Recognises and articulates how the team's work contributes to the organisation's vision and community outcomes; Works with the team to organise work priorities so they deliver on broader organisational commitments.
- Leads change in complex environments – Empowers others to understand and embrace change by communicating openly about the rationale and intended outcomes; Remains accessible and optimistic, and keeps the team focused through periods of uncertainty.

Results

- Inspires others – Charts a clear direction for the team by consistently communicating the greater meaning and impact of the work undertaken; Generates active engagement in key initiatives through clear, enthusiastic and compelling communication.
- Drives accountability and outcomes – Works with the team to develop shared objectives and clear indicators for success; Implements reporting mechanisms to oversee the work of the team and provide appropriate levels of input

Accountability

- Fosters healthy and inclusive workplaces – Promotes personal responsibility for the realisation of a healthy workplace through regular communication, feedback and sharing of observations and outcomes; Demonstrates respect for others, taking the time to connect, check in and show an interest in their wellbeing
- Demonstrates sound governance – Supports others to embrace and operate within legislative and policy frameworks that guide everyday practice; Works with the team to evaluate options and develop appropriate plans to mitigate risks.

Additional information

- This role description works in conjunction with the Candidate Information Package.