

Position Description

Job title:	Senior Manager, Planning and Business Operations
Reporting to:	CEO
Department:	Business Services
Location:	St Lucia

Purpose of the Position

Lead your portfolio within UQ Sport to enable our community to move, achieve and belong by providing safe, inclusive and high-quality sporting environments; supporting performance and excellence on and off the field; and fostering connection, pride and participation across UQ. All while operating as a member of a connected leadership team that supports and challenges each other in a balanced manner.

The **Senior Manager, Planning and Business Operations** is accountable for the organisation's central support and enabling functions, including marketing and communications, business systems, health and safety, cleaning and facility services, data insights and planning. Its purpose is to provide consistent, organisation-wide services that support well planned, safe, effective and informed operations.

Senior Manager, Planning and Business Operations is a key member of the UQ Sport leadership team.

Key Responsibilities

Planning, Operations & Performance

- Be accountable for portfolio-level business, operational and strategic planning.
- Ensure facility planning process exist that future proof sporting infrastructure at UQ and ensure alignment to UQ and UQ Property and Facilities frameworks.
- Lead the use of data, insights and performance reporting to inform decision-making, drive growth, improve margins and enhance customer outcomes.
- Contribute as a member of the leadership team, shaping organisational priorities, culture and enterprise decisions.
- Be accountable for the annual planning and reporting processes related to SSAF within UQ Sport.
- Be accountable for UQ Sport submission of local, state and national grant funding applications, and for successful grants, ensure appropriate reporting and acquittal of those grants.

People Leadership & Capability

- Lead, coach and develop portfolio staff to build strong leadership capability and accountability.
- Ensure appropriate workforce planning, rostering, onboarding, training and performance management across portfolio.
- Foster an inclusive, positive and high-performing culture aligned with UQ Sport values.
- Support succession planning and professional development pathways for key roles.

Health, Safety & Governance

- Be accountable for work health, safety, risk and organisational wellbeing, including governance, reporting and performance oversight.
- Act as portfolio owner of key internal and external stakeholder relationships and represent UQ Sport in senior forums as required.
- Ensure effective governance of policies, procedures, contracts and reporting to the CEO and Board.

Financial & Commercial Stewardship

- Be accountable for the financial performance, sustainability, reporting and budget planning of the portfolio.
- Partner with Finance to ensure robust financial governance, compliance and risk management across the portfolio.
- Set expectations and oversight for commercial services, including food and beverage, in line with UQ and UQ Sport standards.

Brand, Marketing & Customer Experience

- Oversee integrated marketing and engagement strategies that drive participation, revenue and student outcomes.
- Support the establishment of customer and student experience standards, monitored through insight and performance measures.

Technology, Data & Digital Governance

- Be accountable for organisation wide technology, data, cyber security and privacy stewardship, including preparedness, response and compliance with evolving regulatory obligations.
- Provide executive oversight and support of systems, platforms and integrations to ensure reliability, security, scalability and fitness for purpose.
- Sponsor digital innovation that streamlines operations, enhances engagement and unlocks enterprise value.

Key Relationships

- Internal: CEO, Senior Leadership Team
- External: University representatives, contractors, suppliers, consultants, community partners

Essential Qualifications

- Postgraduate qualifications (or be in progress towards postgraduate qualifications) in Marketing, Sport or Business, or a related field or an equivalent combination of qualifications and workplace experience.
- First Aid & CPR Certificates
- Blue Card
- Relevant Tertiary Qualifications (or substantive industry experience)
- Health Safety and Wellbeing qualification (desirable)

Essential Experience and Skills

- Significant experience and tangible success in a similar senior leadership role, ideally in a university sport or sport environment.

- Strong financial acumen.
 - Demonstrated experience supporting a brand, marketing and customer experience function.
 - Experience championing a safety culture across a diverse organisation.
 - Excellent stakeholder engagement and negotiation skills.
 - Strategic thinker with strong analytical and problem-solving abilities.
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Essential Behavioural Competencies

- Align behaviour with the UQ Sport values
 - Strategic thinking and ability to translate vision into actionable plans
 - Communicate well with, and motivate colleague across the organisation
 - Passion for continuous learning and professional development
 - Ability to develop and maintain meaningful relationships with internal and external stakeholders
 - Demonstrated ability to create positive experience with customers, clients and colleagues
 - Consistent drive to take ownership of the position, plan and organise to deliver on promises
 - Be a respectful and reliable team member
 - Ability to professionally develop your team and provide avenues for advancement
 - Initiative to identify problems and provide effective solutions
 - Champion innovation, embrace feedback and strive to implement positive changes for continuous improvement
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Essential Health and Safety Responsibilities

- Visibly lead and model expected health and safety behaviours.
- Ensure effective consultation with workers on WHS matters.
- Ensure staff and contractors are appropriately trained, licensed and inducted.
- Actively manage hazards, incidents and corrective actions across the portfolio.
- Maintain compliance with the Work Health and Safety Act 2011 and UQ Sport WHS systems.