



Director, International  
House

*Information for Candidates*

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LEADERSHIP



## About International House

International House (IH) offers 242 modern, individual rooms for Australian and international students participating in tertiary studies or events at the University of Queensland or other institutions nearby.

On-campus living at International House (IH) provides residents with more than just university accommodation and meals. It is a relaxed, green and safe environment where students from Australia and abroad study and live together. It offers catering, free academic support, organised social, cross-cultural and cultural events, and access to UQ's premier gym and pool facilities. IH allows students to make the most of their time at university, without worrying about being lonely, travelling to and from campus and missing out on valuable friendships and opportunities. Residents who live at IH make friends and connections for life with fellow students from over 40 countries from around the globe. The average student age is approximately 20 years. There's nothing else quite like it in Queensland.

Spacious, catered or self-catered rooms offer ample space for rest and study and residents share bathrooms, common kitchenette, lounge and dining space.

IH is not affiliated with any religious denomination and welcomes diversity of all kinds.

Take an online tour [here](#) or find more videos about life at IH [here](#).



## Position Overview

The Director of International House has responsibility for strategic leadership, operational leadership, resident life and the social mission, and key stakeholder relationships. This includes ensuring a safe, high-quality living and learning environment for students, fostering a strong community, and integrating academic and residential life. In addition, the Director leads the preparation of strategic and operational plans; manages finances and facilities; staff and residents; and alumni engagement.

The Director reports to a [Board](#) of 10 to 12 individuals from the University, IH alumni, community groups, business and government representatives. The role is supported by a passionate team, many of whom bring longevity with IH.



*“Cultivating  
young  
leaders for a  
global  
community”*

# Organisation Context

## International House Board

The Director has overall responsibility for the daily operation and administration of International House.

The Director reports to the IH Board, which comprises 10 to 12 individuals representing the university, IH alumni, community groups, business, and government sectors. Additionally, two residents – the IH President and the Vice President of the IH Student Club represent the residents as observers of the Board.

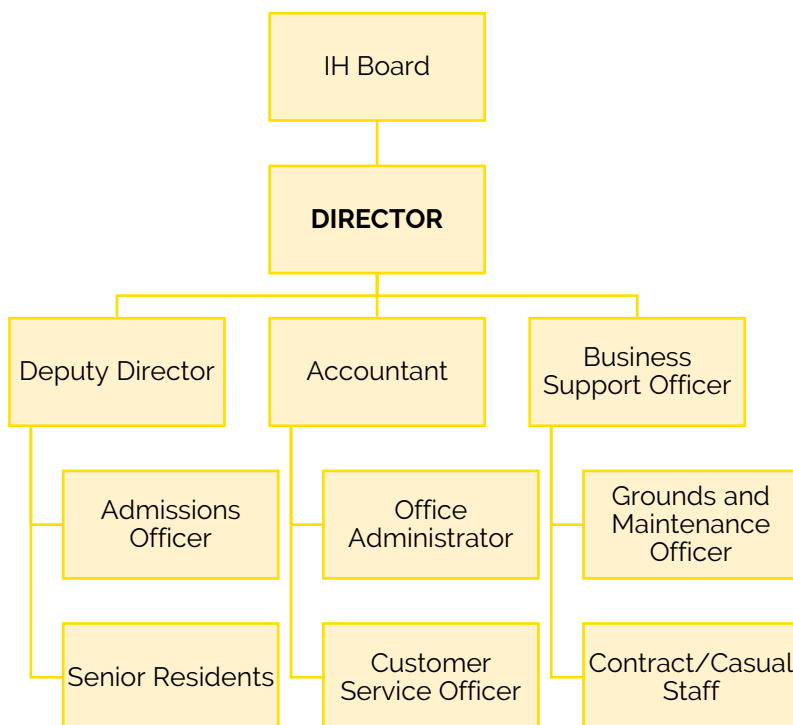
The IH Board is responsible for setting the College vision and strategic direction as well as ensuring its long-term financial sustainability.

More information about the IH Board may be found [here](#).

## International House Team

International House students meet and liaise with all of the [IH management team](#), who are supported by a team of onsite [Senior Residents](#).

This management structure ensures an open-door policy and that students always have someone to go to at any time of the day or night. Most importantly it ensures that as an organisation, IH continues to grow in its understanding of the requirements of international students and its commitment to providing the best on campus community for them.



# Key Accountabilities

## Strategic Leadership

*Strategic and operational planning; higher education; governance and legislation; human resource management*

Duties	Success Indicators
<ul style="list-style-type: none"> <li>• Develop with the Board the mission and strategic plan.</li> <li>• Develop and implement operational plans that execute on priorities identified in the strategic plan.</li> <li>• Ensure policies are in place that align to the college's values, strategic plan, and identified risks.</li> <li>• Monitor changes in legislative and regulatory framework, economic conditions and demographic trends in the higher education and accommodation sectors and ensure compliance. In addition, provide advice to the Board.</li> <li>• Deliver sustainable financial outcomes consistent with the International House Strategic Plan.</li> <li>• Lead a professional and high-performing team of staff, residents, and alumni with direction, support, accountability, and growth.</li> <li>• Engage staff, residents, and alumni on the vision, purpose, and values of International House.</li> <li>• Ensure a positive and productive relationship with University of Queensland.</li> </ul>	<ul style="list-style-type: none"> <li>• Regularly report to the Board against the strategic and operational plans.</li> <li>• Operational plans developed from strategic plan with input from management team.</li> <li>• Finance, Audit, Investment &amp; Risk Committee acceptance of monthly financial statements.</li> <li>• Board approval annually of policy documents and strategies such as marketing, human resources, risk, and workplace health and safety.</li> <li>• Identify strategic leadership opportunities for the college leadership team.</li> </ul>

# Key Accountabilities

## Operational Leadership

*Board committees; risk framework; budget and financial management; facilities and grounds; contracts*

Duties	Success Indicators
<ul style="list-style-type: none"> <li>• Lead the effective delivery of the business outcomes of International House.</li> <li>• Ensure the effective management of staff – recruitment, selection, deployment, development, and performance – including full time, part-time, casual, contract, volunteers, tutors, and Senior Residents.</li> <li>• Provide the operational framework for the Board and the sub-committees – Finance, Risk and Audit, Nominations, Human Resources and Governance.</li> <li>• Implement, embed and report on the risk framework for the college.</li> <li>• Oversee the annual budget and regular financial management, reporting and audit process.</li> <li>• Manage the college's assets, facilities and grounds including the appropriate policies and procedures for effective governance.</li> <li>• Ensure a high level of performance and compliance of the college's contractual provision and services.</li> <li>• Oversee the college's capital and asset renewal program.</li> </ul>	<ul style="list-style-type: none"> <li>• Budget preparation, developed in consultation with the management to team, completed annually.</li> <li>• Control financial spend in line with the budget.</li> <li>• Complete and review the master plan and sinking fund program.</li> <li>• Complete performance appraisal for all staff and contract service providers.</li> <li>• Deliver employee satisfaction, engagement, retention and professional and personal growth.</li> <li>• Engage appropriate consultants and specialists to support the college operations.</li> </ul>

# Key Accountabilities

## Resident Life

*Social mission; academic and pastoral care; resident leadership; resident experience*

Duties	Success Indicators
<ul style="list-style-type: none"> <li>• Actively embed the IH Way – vision, purpose, values, and chart of behaviour in the life of the college and residents.</li> <li>• In conjunction with the Deputy Director develop a framework for the leadership, academic, cross/cultural, social, sporting life of the college residents.</li> <li>• Design and implement college programs to ensure the academic and pastoral wellbeing of residents.</li> <li>• Liaise with and support the initiatives of the IH Student Club.</li> <li>• Provide visible leadership in the day-to-day life of the college.</li> <li>• Deliver a residential experience through quality accommodation, services and environment for residents.</li> <li>• Complete an annual calendar of events and resident leadership program.</li> <li>• Attend and participate in college and college related events.</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in 10 hours of college and college related activities per week.</li> <li>• Maintain a college GPA above 5.</li> <li>• Develop a professional development and leadership program for Resident Leaders.</li> <li>• Execute an annual exit survey for residents with satisfaction levels of high and very high.</li> </ul>

# Key Accountabilities

## Relationships and Partnerships

*University; Board Members/Directors; marketing and branding; Rotary; alumni; fundraising*

Duties	Success Indicators
<ul style="list-style-type: none"> <li>• Participate actively in the life of the colleges and university community.</li> <li>• Lead and inspire friend and alumni activities, including fundraising and alumni engagement.</li> <li>• Develop, monitor and report on the marketing plan for the college.</li> <li>• Be innovative and creative in identifying opportunities for the college with key stakeholders.</li> <li>• Oversee all public relations initiatives, including media, website, publication productions and functions, to both raise the profile of IH and promote the broader community awareness of the principles and values underpinning the IH Way.</li> </ul>	<ul style="list-style-type: none"> <li>• Develop an approved fundraising and alumni engagement strategy.</li> <li>• Identify and participate annually in six key college external leadership strategies.</li> <li>• Maintain and develop IH website and social media platforms.</li> <li>• Annually track and increase college alumni engagement.</li> <li>• Develop parent/guardian focus within the marketing and communications strategy.</li> </ul>



# Key Selection Criteria



## Executive and operational leadership

- Ability to lead, inspire and mentor a high-performing team in a supportive and dynamic environment.
- Excellent interpersonal skills, with the ability to influence and negotiate with a range of stakeholders.
- Ability to work with the Board of Directors, committees and working groups.
- Accountability for organisational performance, with a track record in budget and financial management.
- Hands-on approach to operations management.

## Strategic planning

- Proven success in developing and implementing strategic and operational plans in a changing environment.
- Sound financial, conceptual, analytical skills.
- Ability to monitor and ensure compliance with relevant legislative and regulatory frameworks.

## Engagement and partnerships

- Ability to represent and promote IH, its activities and its brand.
- Ability to ensure a positive and productive relationship with UQ and enthusiasm to participate in the university community.
- Previous education experience and understanding of governance requirements.
- Lead and support alumni engagement and fundraising.
- High integrity and enthusiasm for supporting young people of all cultures, providing outstanding pastoral wellbeing and care.

# Other Relevant Information



- The position of Director is offered on a 5-year fixed term basis with an attractive remuneration package.
- Onsite accommodation is also available (in a four-bedroom house) to the Director, with living expenses including utilities, fully maintained car with fuel, telephone, internet, and access to the dining hall included.

## Application Instructions

To apply, please visit [fisherleadership.com](https://fisherleadership.com) and [Apply Online](#) using reference **UOQdih0124** and address your cover letter and resume to Sharyn Gowans, Partner.

Your application should include:

1. A covering letter, clearly quoting **UOQdih0124** and including a statement detailing your experience relevant to the position and in line with the key selection criteria above, citing evidence to support your claims.
2. A complete and current CV.

Please direct enquiries to Sharyn Gowans on 1300 347 437 or +61 3 9016 6000.