

# Chief of Staff Office

## Chancellery

The Chancellery consists of the Chancellor, Vice Chancellor and President, Chair of Academic Board and Office of the Chief of Staff. The Chief of Staff Office provides executive and administrative support and advice to the Chancellor, Chair of Academic Board, Vice Chancellor and the Executive Group on governance and management issues with the specific services listed below. As the Vice Chancellor's principal aide, the Chief of Staff is responsible for the University's corporate and strategic governance and assurance frameworks, and coordinating a broad range of cross portfolio strategic initiatives. The Chief of Staff is also the Critical Incident Coordinator.

Service Areas	Legal and Assurance	Media and Communications	Secretariat and Records	Office of the Vice Chancellor	Student Complaints
	<ul style="list-style-type: none"> <li>Legal Services</li> <li>Internal Audit</li> <li>Risk and Insurance</li> </ul>		<ul style="list-style-type: none"> <li>University Secretariat</li> <li>Corporate Records</li> </ul>		
<b>Head and key email contact</b>	<p>Fiona Macdonald, University General Counsel fiona.macdonald@jcu.edu.au</p> <p>Maria Mu, Manager Internal Audit maria.mu@jcu.edu.au</p> <p>Kama Weier, Insurance Officer insurance@jcu.edu.au</p>	<p>Richard Davis, Head Media &amp; Communications richard.davis@jcu.edu.au</p> <p>Linden Woodward, Media Liaison Officer (Cairns) linden.woodward@jcu.edu.au</p> <p>All emails for @jcu to: communications@jcu.edu.au</p>	<p>Michael Kern, University Secretary michael.kern@jcu.edu.au</p> <p>All committee emails to: secretariat@jcu.edu.au</p> <p>Chezelle Boevink, Records Manager chezelle.boevink@jcu.edu.au</p>	<p>Russ Parker, Executive Officer to the VC russ.parker@jcu.edu.au</p> <p>Debbi Taylor, Executive Assistant to the VC debbi.taylor@jcu.edu.au</p> <p>All emails for Vice Chancellor to: vc@jcu.edu.au</p>	<p>Julie Caswell, Manager, Student Complaints and Quality Improvement julie.caswell@jcu.edu.au</p> <p>All complaints emails to: studentcomplaints@jcu.edu.au</p> <p>All conduct emails to: studentservices.office@jcu.edu.au</p>
<b>Services</b>	<p>Coordinate and deliver legal advice and other legal services including:</p> <ul style="list-style-type: none"> <li>claims and litigation management</li> <li>responding to court documents, subpoenas and requests under legislative authority</li> <li>legislative &amp; policy compliance</li> <li>drafting and reviewing legal documents</li> <li>dispute resolution</li> </ul> <p>Internal audit activities including the conduct of various categories of audit over the University's systems and processes, including financial, compliance, performance improvement, and IT governance</p> <p>Risk management including:</p> <ul style="list-style-type: none"> <li>management and maintenance of Riskware, particularly the University's Risk Register</li> <li>advice to senior management to identify risk exposures and provide guidance in managing these risks</li> <li>provision of training</li> </ul> <p>Support the development of business continuity and other contingency planning</p> <p>Insurance and brokerage management</p>	<p>Coordinate media relations and corporate communication strategies</p> <p>Maintain the JCU News web pages</p> <p>Produce media releases and generate media coverage</p> <p>Generate content for social media platforms</p> <p>Coordinate media interviews which showcase the University's teaching and research achievements</p> <p>Liaise with the Colleges to source expert staff for media commentary on a range of current topics</p> <p>Provide support in the publishing of online content</p> <p>Conduct media monitoring including web and social media sites</p>	<p>Governance and corporate advice and secretariat services to the University's Governance and Executive Committees</p> <p>Secretariat support to University Appeals and Administrative Review processes</p> <p>Advice and guidance (including training) on the decision making process and committee procedure</p> <p>Manage complaints, enquiries, official requests or disclosures involving external agencies including Queensland Crime &amp; Corruption Commission, Ombudsman, Information Commissioner, Anti-Discrimination Commission &amp; Australian Human Rights Commission</p> <p>Manage Right to Information and Information Privacy in accordance with relevant legislation</p> <p>Custody of the University's Seal</p> <p>Records Management including:</p> <ul style="list-style-type: none"> <li>management and maintenance of TRIM</li> <li>requirements to create, manage and make accessible records of JCU activity are met</li> <li>ensure public accountability and compliance with the <i>Public Records Act</i></li> <li>provide advice and guidance on the retention and disposition of records</li> <li>recordkeeping training programs</li> </ul>	<p>Strategic level management and executive advice and support to the Vice Chancellor</p> <p>Co-ordinate Vice-Regal, Ministerial, Departmental and VIP visits and special events (e.g. campus visits, building openings), including preparing invitations, run sheets and speech points</p> <p>Provide advice and guidance to senior staff on various aspects of management, administration, governance, policy development and program initiatives</p> <p>Coordinate and prepare briefing papers, and submissions to meet University, Ministerial and government requirements</p> <p>Manage the Vice Chancellor's office internal and external communications</p>	<p>Manage complaints and appeals that fall within the scope of the Student Complaints Management Policy and Procedures</p> <p>Conduct quantitative and qualitative analysis of the formal complaints and Student Appeals received, referred, resolved and withdrawn, and of performance in complaint handling</p> <p>Identify systemic and high risk issues and report on these to minimise future adverse impacts on students and the University's business</p> <p>Undertake policy review and development for student-related policies</p> <p>Provide training and communication around complaint handling, policies and processes related to student complaint and student conduct management, and enhance the skills of staff involved in these processes</p> <p>Provide resources to support both students and staff in understanding rights, responsibilities and procedures in complaints resolution</p> <p>Provide high level of advice, recommendations and secretariat support to senior staff regarding allegations academic and non-academic misconduct</p>
<b>Key resources</b>	<p>Compliance Policy and Framework</p> <p>Risk Management Policy, Framework and Plan</p> <p>Legal Services and Litigation Assistance Policies</p> <p>Indemnity, Insurance &amp; Legal Claims Policy</p> <p>Internal Audit Charter</p>	<p>Code of Conduct @jcu</p>	<p>JCU Act and Statutes</p> <p>Committee Charters</p> <p>Council Members' Handbook</p> <p>Council Standing Orders</p> <p>Records Management Policy and Framework</p> <p>Codes of Conduct and Integrity Framework</p>	<p>JCU Strategic Intent</p> <p>University Plan</p>	<p>Student Complaint Management Policy</p> <p>Student Conduct Policy</p> <p>Student Academic Misconduct Requirements Policy</p>