

# Chief of Staff Office

## Chancellery

The Chancellery consists of the Chancellor, Vice Chancellor and President, Chair of Academic Board, Marketing, Advancement and International Directorates, and the Chief of Staff Office. 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.

Chief of Staff: **Vanessa Cannon**  
4781 4078 or 0419 245 992  
chiefofstaff@jcu.edu.au



<b>Chief of Staff</b>	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 also manages complaints, enquiries, official requests or disclosures involving external agencies including Public Interest Disclosures, the Queensland Crime & Corruption Commission and the Information Commissioner, and is the University’s Critical Incident Coordinator, Risk Management Coordinator, and a Sexual Misconduct Officer.			
<b>Service Areas</b>	<b>Legal and Assurance</b> <ul style="list-style-type: none"> <li>• Legal Services</li> <li>• Internal Audit</li> <li>• Risk and Insurance</li> </ul>	<b>Media and Communications</b>	<b>Secretariat and Records</b> <ul style="list-style-type: none"> <li>• University Secretariat</li> <li>• Corporate Records</li> </ul>	<b>Office of the Vice Chancellor</b>
<b>Head and key email contact</b>	Shaun Steffensen, University General Counsel legal@jcu.edu.au Maria Mu, Manager Internal Audit maria.mu@jcu.edu.au Kama Weier, Insurance Officer insurance@jcu.edu.au	Richard Davis, Head Media & Communications richard.davis@jcu.edu.au Linden Woodward, Media Liaison Officer (Cairns) linden.woodward@jcu.edu.au All emails for @jcu to: communications@jcu.edu.au	Ian Troupe, University Secretary ian.troupe@jcu.edu.au All committee emails to: secretariat@jcu.edu.au Chezelle Boevink, Deputy University Secretary chezelle.boevink@jcu.edu.au	Russ Parker, Executive Officer to the VC russ.parker@jcu.edu.au Karyn Clay, Executive Assistant to the VC vc@jcu.edu.au All emails for Vice Chancellor to: vc@jcu.edu.au
<b>Services</b>	Coordinate and deliver legal advice and other legal services including: <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> 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 Risk management including: <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> </ul> Support the development of business continuity and other contingency planning Insurance and brokerage management	Coordinate media relations and corporate communication strategies Maintain the JCU News web pages Produce media releases and generate media coverage Generate content for social media platforms Coordinate media interviews which showcase the University’s teaching and research achievements Liaise with the Colleges to source expert staff for media commentary on a range of current topics Provide support in the publishing of online content Conduct media monitoring including web and social media sites	Governance and corporate advice and secretariat services to the University’s Governance and Executive Committees Secretariat support to University Appeals and Administrative Review processes Advice and guidance (including training) on the decision making process and committee procedure Manage Right to Information and Information Privacy in accordance with relevant legislation, including complaints to the Information Commissioner and Ombudsman Custody of the University’s Seal Records Management including: <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>	Strategic level management and executive advice and support to the Vice Chancellor 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 Provide advice and guidance to senior staff on various aspects of management, administration, governance, policy development and program initiatives Coordinate and prepare briefing papers, and submissions to meet University, Ministerial and government requirements Manage the Vice Chancellor’s office internal and external communications
<b>Key resources</b>	Compliance Policy and Framework Risk Management Policy, Framework & Plan Legal Services Policy Litigation Assistance Policy Indemnity, Insurance & Legal Claims Policy Internal Audit Charter	Codes of Conduct @jcu	JCU Act Committee Charters Council Standing Orders Records Management Policy & Framework Codes of Conduct	JCU Strategic Intent University Plan