**Melbourne School of Professional and Continuing Education**  
Faculty of Business and Economics

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### Project Manager

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<thead>
<tr>
<th><strong>POSITION NO</strong></th>
<th>0042630</th>
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<tr>
<td><strong>CLASSIFICATION</strong></td>
<td>UOM 7</td>
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<tr>
<td><strong>SALARY</strong></td>
<td>$96,002 - $103,921 per annum</td>
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<tr>
<td><strong>SUPERANNUATION</strong></td>
<td>Employer contribution of 17%</td>
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<tr>
<td><strong>WORKING HOURS</strong></td>
<td>Full time</td>
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<tr>
<td><strong>BASIS OF EMPLOYMENT</strong></td>
<td>Continuing</td>
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<tr>
<td><strong>OTHER BENEFITS</strong></td>
<td><a href="https://about.unimelb.edu.au/careers/staff-benefits">https://about.unimelb.edu.au/careers/staff-benefits</a></td>
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**HOW TO APPLY**  
Online applications are preferred. Go to [http://about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers), select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’), then find the position by title or number.

**CONTACT FOR ENQUIRIES ONLY**  
Ben Maas, Project Team Manager  
Email ben.maas@unimelb.edu.au

*Please do not send your application to these contacts*

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For information about working for the University of Melbourne, visit our website: [about.unimelb.edu.au/careers](http://about.unimelb.edu.au/careers)
Position Summary

The Project Manager will be responsible for managing the successful delivery of academic and technical aspects of educational development/delivery projects for the Melbourne School of Professional and Continuing Education (MSPACE). The incumbent will be responsible for the project management of the full lifecycle of development and/or delivery from initial scoping, through to scheduling, production of learning resources, implementation, and ongoing support. The role will involve consultation with academics, learning designers, content developers and project sponsors to ensure institutional reporting requirements are met.

The role will require the ability to advise and support key Faculty and Graduate School stakeholders through the process of product development and implementation. This will involve working with learning designers, production staff and delivery staff to identify and coordinate the specific inputs required for development of each project, and ensuring adherence to established quality assurance processes.

As the primary contact for the academic lead on each development/delivery project, the incumbent will also be responsible for maintaining productive and effective working relationships with additional academic contributors and subject matter experts. The role will coordinate resources via schedules that are negotiated with managers of MSPACE functional areas and academic stakeholders, and provide regular reports on project status, including all identified or potential risks.

The incumbent will develop and manage timelines and the achievement of milestones ensuring all project objectives are met, including timing and quality objectives. This will involve fostering and maintaining positive professional relationships with a great variety of internal professional and academic stakeholders, utilisation of an array of project management tools, and a thorough understanding of the University’s policy and operational frameworks as they pertain to educational development/delivery.

1. Key Responsibilities

1.1 OPERATIONAL ACTIVITIES AND SERVICE QUALITY

- Proactively manage portfolio of projects to deliver professional and customer service-focussed outcomes. Model a strong service excellence and customer-service focus. Proactively engage with customers and stakeholders.
- Manage education development/delivery projects through collaboration with academic and professional staff, to achieve high quality outcomes.
- Coordinate resources via schedules that are negotiated with managers of MSPACE functional areas and academic stakeholders.
- Ensure compliance with established quality standards whilst meeting project timelines and managing project risks. These requirements will be met through the systematic utilisation of suitable Project Management tools such as software, risk registers, stakeholder maps and production schedules.
- Develop and maintain standards and protocols to ensure processes and systems are efficient and consistent. This may include course finances, client records management, course materials, student enrolment and management, invoicing, document management, contracting and course delivery.
Use expert project management knowledge to develop new processes for work assignments that facilitate more rapid and consistent development and delivery of educational products and programs.

Monitor content quality assurance and copyright reviews during development/delivery, working closely with learning designers, academic staff, copyright officers and library liaison staff, to ensure educational content is compliant with copyright frameworks and assembled correctly.

Develop and implement communication and engagement strategies for programs to ensure all stakeholders are well informed throughout project lifecycle.

Support the Project Team Manager in the allocation and coordination of tasks, and the support, coaching and induction of team members, across the project team.

Undertake other duties as directed by Project Team Manager.

Protect the intellectual property of the University by ensuring relevant contracts for external contributors to educational development/delivery activities are in place and archived in accordance with University policies and procedures.

Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in section 5.

1.2 COLLABORATION AND LEADERSHIP

Facilitate the successful development and delivery of educational products, with internal MSPACE functional teams and academic and professional staff in Faculties and Graduate Schools.

Provide scheduling management, support and advice to academic staff during all phases of product development and delivery, as required.

Contribute to organisational effectiveness by: working in a transparent and consultative manner; sharing personal knowledge and technical expertise; undertaking assigned development/delivery activities; maintaining co-operative working relationships with colleagues; and seeking and responding to feedback.

Achieve project objectives efficiently and effectively.

Contribute and report regularly to MSPACE team meetings, and work with colleagues to support broader educational development/delivery activities.

Represent MSPACE and the University in a professional and informed manner.

1.3 INNOVATION AND IMPROVEMENT

Actively maintain and develop professional capacity by attending events and maintaining involvement in relevant professional networks.

Design and implement project management structures for use by MSPACE stakeholders to facilitate simple and efficient organisation and tracking of project outputs.

Research, review, adapt and implement new processes and workflow tools to improve service outcomes, within the context of continuous improvement and innovation.
2. Selection Criteria

2.1 ESSENTIAL

- A relevant degree with substantial relevant work experience or an equivalent combination of relevant experience and/or education/training in project management, educational development/delivery activities, or related higher education work contexts.
- Proven experience in the implementation of adaptive project management methodologies in the context of complex projects with the ability to work with and interpret client requirements in the development and management of project scopes, resources, development/delivery schedules and quality targets to deliver best possible outcomes.
- Highly developed interpersonal skills, written and verbal communication skills, with the ability to liaise and work effectively with a range of internal and external stakeholders and clients to achieve successful outcomes.
- High level analytical skills with the ability to work autonomously with considerable independence.
- High level organisational and time management skills, detail oriented with a strong work ethic, commitment to continuous improvement, openness to new ideas and creative approaches to problem solving within established timelines.
- Ability to work in a flexible and changing environment, displaying initiative to achieve specified goals with changing priorities and tight deadlines, to respond adaptively to business requirements, and to contribute effectively as part of a collegial support effort.

2.2 DESIRABLE

- Sound, current knowledge of university academic policies and procedures, and experience working with academics.
- Sound, current knowledge of emergent trends in education, particularly in online learning, and/or custom education.
- Experience in the management and delivery of professional, custom, executive and/or online education.
- Experience in higher education project management.
- Experience in operation finance and contract management.

3. Job Complexity, Skills, Knowledge

3.1 LEVEL OF SUPERVISION / INDEPENDENCE

This position requires a high degree of initiative and self-reliance, providing project management and coordination of subject and course development within the MSPACE initiative. The incumbent reports to the Project Team Manager, and must have the ability to operate under broad direction, working with a high level of autonomy.

3.2 PROBLEM SOLVING AND JUDGEMENT

The incumbent needs to demonstrate high-level organisational and problem-solving skills and apply these skills pragmatically to provide comprehensive support for the broader project team.
This role requires the development and implementation of effective approaches, to guide the production and delivery of innovative and high quality educational products for the University. The incumbent will use their thorough understanding of PM practices to coordinate the flow of development/delivery between internal and external stakeholders, including quality assurance, production planning, and other aspects of the project as required. It is expected they will exercise careful and considered judgement at all times.

The incumbent is informed by and aligned with University, Faculty and MSPACE strategy and policy and uses a high degree of initiative and judgement to identify and resolve problems.

### 3.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The incumbent is expected to have a deep understanding of and empathy with the University’s culture and its community. This includes a sound understanding of academic objectives, administrative processes, and organisational structures. They will be expected to research and advise on major changes to processes or procedures, which must be adapted to suit the circumstances of professional, custom, executive and/or online education.

The incumbent will bring a commercial and customer-focused mindset to their work, and should have a comprehensive knowledge of the skills and capacities of Schools and Departments of the University to understand and support the development of education and professional service business opportunities.

### 3.4 RESOURCE MANAGEMENT

The incumbent will use University facilities and resources with a high degree of professionalism. The role will provide support to the Project Team Manager in overseeing team members on operational matters, allocating project tasks, reviewing project documentation including sensitive work, contracts, and addressing developmental needs.

The role may be required to manage agreed program/project budgets, including invoices, payments, and reporting on expenses, revenue and financial performance.

The incumbent will also be expected to contribute to finance/budget planning as well as consider cost ramifications and budget models when making decisions.

### 3.5 BREADTH OF THE POSITION

This position requires a capacity to work with and adapt to the individual teaching and learning requirements of Faculties and Graduate Schools, in order to provide responsive project management support. The incumbent must develop and maintain strong positive communications and support networks throughout the University community.

The role will need to interact effectively and appropriately with a variety of stakeholders and collaborators at all levels, both internal and external to the University on matters at all stages of the project lifecycle – including scoping, design, development, delivery, finances and evaluation.
4. **Equal Opportunity, Diversity and Inclusion**

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University’s People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people’s age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

5. **Occupational Health and Safety (OHS)**

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at: [https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel](https://safety.unimelb.edu.au/people/community/responsibilities-of-personnel)

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

6. **Other Information**

6.1 **ORGANISATION UNIT**

The Melbourne School of Professional and Continuing Education (MSPACE) works to broaden the University’s educational offerings in an increasingly competitive global environment for talent and skills.

MSPACE provides an institutional focal point for the development, delivery and promotion of professional, continuing and executive education programs and services for all academic divisions of the University.

MSPACE supports academic divisions to develop and deliver award and non-award education through a range of teaching and learning delivery modes and seeks to broaden opportunities for engagement in a variety of professional sectors.

In order to contribute towards these objectives, MSPACE supports and expands the University’s professional, continuing and executive education initiatives through the provision of a coherent, whole-of-University framework.
6.2 BUDGET DIVISION

The Faculty is home to Melbourne Business School (MBS) and to six teaching and research departments:

- Accounting
- Business Administration Economics
- Finance
- Management and Marketing
- Melbourne Institute of Applied Economic and Social Research

The Faculty has the following student and academic support centres:

- Academic Programs
- Student Experience and Experiential Learning
- Research Development Unit
- The Williams Centre for Learning Advancement
- Quality Office

The Faculty is supported by the following central services:

- Finance
- Human Resources (including OHS)
- Marketing and Communications
- Service Level and Facilities Management

The faculty also hosts two University-wide initiatives:

- The Melbourne School of Professional and Continuing Education (MSPACE) which provides support to all Academic Divisions for their existing professional, continuing and executive education programs, and operates with a specific whole-of-institution mandate to significantly expand the University’s professional, continuing and executive education offerings.
- The Melbourne Entrepreneurial Centre (MEC) which brings together a number of programs to focus a range of activities aimed at developing an entrepreneurial culture at the University of Melbourne.

Our Programs

There are about 10,000 students enrolled in undergraduate and graduate degrees within the Faculty.

The Bachelor of Commerce is one of the most sought-after business courses in Australia. From 1 May 2013 all graduate programs in business and economics are offered through Melbourne Business School. Melbourne Business School offers a full suite of professional masters programs for those with little work experience right through to the MBA suite. It is also the home of leading research masters degrees and the PhD.
Our Graduates

Since the Faculty was established it has produced over 53,000 graduates. Many of our alumni now occupy senior positions in business, government and academia, in Australia and around the world.

Further information about the Faculty is available at www.fbe.unimelb.edu.au.

6.3 THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia’s premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at http://about.unimelb.edu.au/careers

6.4 ADVANCING MELBOURNE

The University’s strategic direction is grounded in its purpose. While its expression may change, our purpose is enduring: to benefit society through the transformative impact of education and research. Together, the vision and purpose inform the focus and scale of our aspirations for the coming decade.

Advancing Melbourne reflects the University’s commitment to its people, its place, and its partners. Our aspiration for 2030 is to be known as a world-leading and globally connected Australian university, with our students at the heart of everything we do.

- We will offer students a distinctive and outstanding education and experience, preparing them for success as leaders, change agents and global citizens.
- We will be recognised locally and globally for our leadership on matters of national and global importance, through outstanding research and scholarship and a commitment to collaboration.
- We will be empowered by our sense of place and connections with communities. We will take opportunities to advance both the University and the City of Melbourne in close collaboration and synergy.
- We will deliver this through building a brilliant, diverse and vibrant University community, with strong connections to those we serve.

The means for achieving these goals include the development of the University of Melbourne’s academic and professional staff and the capabilities needed to support a modern, world-class university. Those means require a commitment to ongoing financial sustainability and an ambitious infrastructure program which will reshape the campus and our contribution to the communities we engage with. This strategy, and the priorities proposed, is centred around five intersecting themes; place, community, education, discovery and global.
6.5 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at https://about.unimelb.edu.au/strategy/governance