Project Manager, Operational Performance Group

POSITION DESCRIPTION

Operational Performance Group
Chief Operating Officer Portfolio

POSITION NUMBER 0060592

PROFESSIONAL CLASSIFICATION UOM 9 - $129,154 - $134,374 per annum

STANDARD/SALARY

SUPERANNUATION Employer contribution of 17%

WORKING HOURS Full Time (1FTE)

BASIS OF EMPLOYMENT Continuing

HOW TO APPLY Go to http://about.unimelb.edu.au/careers, under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.

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Please do not send your application to this contact

For information about working for the University of Melbourne, visit our website: about.unimelb.edu.au/careers
ACKNOWLEDGEMENT OF COUNTRY

The University of Melbourne acknowledges the Traditional Owners of the unceded land on which we work, learn and live: the Wurundjeri Woi Wurrung and Bunurong peoples (Burnley, Fishermans Bend, Parkville, Southbank and Werribee campuses), the Yorta Yorta Nation (Dookie and Shepparton campuses), and the Dja Dja Wurrung people (Creswick campus).

The University also acknowledges and is grateful to the Traditional Owners, Elders and Knowledge Holders of all Indigenous nations and clans who have been instrumental in our reconciliation journey. We recognise the unique place held by Aboriginal and Torres Strait Islander peoples as the original owners and custodians of the lands and waterways across the Australian continent, with histories of continuous connection dating back more than 60,000 years. We also acknowledge their enduring cultural practices of caring for Country. We pay respect to Elders past, present and future, and acknowledge the importance of Indigenous knowledge in the Academy. As a community of researchers, teachers, professional staff and students we are privileged to work and learn every day with Indigenous colleagues and partners.

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

Find out more about the University’s strategy, ‘Advancing Melbourne’, at
https://about.unimelb.edu.au/strategy/advancing-melbourne

CHIEF OPERATING OFFICER PORTFOLIO

The Chief Operating Officer (COO) Portfolio enables quality outcomes for students, staff and partners by delivering University-wide services and operational support to meet the organisation’s evolving needs and strategic goals. The portfolio also works in partnership with teams across the University to drive innovation, transformation and improved performance, within and across functions. It is responsible for functions relating to the University’s finances, property, technology, legal and risk management, student and academic support, research and innovation services, operational performance, business services and sustainability.
The COO Portfolio is comprised of seven sub-portfolios:

- Business Services
- Chief Finance Officer Group
- Legal and Risk
- Office of the COO
- Operational Performance Group
- Research, Innovation and Commercialisation
- Student and Scholarly Services

**OPERATIONAL PERFORMANCE GROUP**

The Operational Performance Group (OPG) is a centre of excellence in business transformation, driving improvements to operational efficiency, effectiveness and experiences across the University.

**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 Advancing Melbourne strategy that addresses 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 Advancing Melbourne.

**ABOUT THE ROLE**

**Position Purpose:**
The Project Manager combines technical project management expertise, with creative problem-solving, proactive communications, and collaborative stakeholder management, to deliver transformative projects that assist the University to deliver on its strategic agenda, solve organisational challenges and drive
positive change. The Project Manager will have expertise and experience managing projects in a complex service and stakeholder environment with particular expertise or focus that can be reasonably applied to operations and service improvement, teaching and learning and/or research initiatives in a higher education context.

Reporting to the Director, Portfolio and Project Management, the role will involve ideation, planning, managing, and delivering projects and initiatives, adhering to the OPG project management delivery processes and standards while ensuring the right fit approach for projects and stakeholders. The role will require versatility, flexibility, enthusiasm, and a high level of self-motivation and initiative.

The Project Manager maintains a big picture view of the projects within their responsibility and aligns these pro-actively with projects across the portfolio within OPG and University more broadly (where appropriate) in line with the overarching strategy and mission of the University.

The Project Manager will develop and maintain strong and effective working relationships with colleagues, senior leadership and other key stakeholders across the University and will work collaboratively with teams across OPG, Chancellery and Shared Services, Faculties, and external vendors as required.

Reporting line: Director, Operations Improvement
No. of direct reports: 0
No. of indirect reports: 1 to 5
Direct budget accountability: As per approved project budget/s

**Key Dimensions and Responsibilities:**

Task level: Significant
Organisational knowledge: Significant
Judgement: Extensive
Operational context: Collaboration with Chancellery and Shared Services teams, Faculties and external vendors

OH&S and compliance: 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. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at [http://safety.unimelb.edu.au/topics/responsibilities/](http://safety.unimelb.edu.au/topics/responsibilities/).

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.
Core Accountabilities:

Project Management

- Lead initiation, planning, implementation, and close activities on strategic projects and initiatives, including defining the scope, approach and success criteria, managing projects to time and budget and delivering quality outcomes in line with the needs and requirements of the University.
- Maintain oversight of project activities, deliverables and risks at all times, including managing and evaluating project progress, performance, scope and change control.
- Apply appropriate methodologies and approaches to each project as required by the scope, environment and stakeholder context – for example, traditional, agile, waterfall, hybrid – ensuring that projects are designed and delivered in line with stakeholder needs, requirements and the capacity of the organisation.
- Contribute to internal capability building through core initiatives such as the OPG Capability Program, mentoring and participating actively in knowledge sharing initiatives.
- Manage external vendors and procurement processes as required and in line with the University’s Procurement policies.

Collaborative Leadership

- Work collaboratively and proactively across teams to develop integrated project scope and delivery plans to ensure quality outcomes and enhance project value, delivery, and likelihood of success. This includes identifying interdependencies and potential efficiencies across OPG and other strategic initiatives to deliver best-outcome value and impact for the University.
- Develop effective relationships across the University, building trust and ensuring excellent judgement and decision-making capability at all times.

Stakeholder Management and Communication

- Ensure a stakeholder focus and perspective is maintained throughout the project, developing appropriate engagement strategies, feedback mechanisms and always communicating effectively with relevant stakeholder groups.
- Ensure that project scope and objectives are clearly communicated and understood, and transparently underpin project outcomes and delivery approaches in line with stakeholder expectations.
- Develop and provide project communications to a wide range of stakeholders, including status reports to the relevant project governance groups and other engagement forums.
- Take a proactive approach to communication and engagement on risk, issues and/or other change control requirements, ensuring a ‘no surprises’ approach.
- Liaise with, and provide progress updates to the Director, PPM, OPG PMO, OPG Executive, and other key internal and external stakeholders, where appropriate.
**Creative Thinking and Problem-Solving**

- Apply excellent judgement and problem-solving skills to the Project, and ensure the effective execution of these skills within a complex project environment, adapting as needed in response to changes (internal and external) while balancing the interests of the various project stakeholders.
- Identify potential risks and issues affecting the project and develop appropriate risk mitigation strategies in collaboration with the project teams.

**Selection Criteria:**

**Education/Qualifications**

1. The appointee will have:
   
a. a postgraduate qualification with extensive professional knowledge and experience in medium to large project management/development at the corporate level; or
b. an equivalent combination of relevant experience and education/training

**Knowledge and skills:**

2. Demonstrated ability to lead and manage projects with a wide organisational impact.
3. Excellent analytical and problem-solving skills.
4. Excellent writing, communication, presentation, reporting and documentation skills.
5. Ability to engage with a wide range of stakeholders across the breadth of the organisation and to manage expectations, including senior stakeholders.
6. Proven ability to deliver successful outcomes within a defined timeframe and budget.
7. Proactive approach to task and issue management.
8. Demonstrated understanding of contemporary project management approaches relevant to complex projects.
9. Previous experience working on strategic projects in the tertiary education sector is desirable.
10. Experience using project management systems and tools such as Smartsheet is desirable.