

POSITION DESCRIPTION



Business Services
Chief Operating Officer Portfolio

Manager, Enterprise Applications

POSITION NUMBER	0054085
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	Senior Manager 1
SUPERANNUATION	Included Employer contribution choice of 11.5% or 17%
WORKING HOURS	Full Time (1 FTE)
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.
CONTACT FOR ENQUIRIES ONLY	Ray Yee Tel 0466 509 046 Email yee.r@unimelb.edu.au <i>Please do not send your application to this contact</i>

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

BUSINESS SERVICES

Business Services provides a full range of class leading information technology, facilities management, finance, HR and health and safety services to all operating entities of 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 Enterprise Applications Manager is responsible for the management and support of a large portfolio of applications and platforms servicing the entire organisation through to faculties and business units.

This role needs to ensure the University's enterprise applications and platforms are developed, enhanced, configured and secured in line with business priorities and roadmaps. You will play a critical role in engaging with stakeholders, managing team demand, prioritising backlogs, managing vendors and technical stewardship. As such, service delivery according to the agreed service levels is your responsibility, which includes end-to-end stewardship across development, support and maintenance, application lifecycle management, security, data and system integrity, service availability and performance.

In this role you will be pivotal in evolving the team and its practices, by identifying and implementing efficiencies and improvements across all areas of responsibility.

Reporting line: Associate Director, Enterprise Applications

No. of direct reports: 4

No. of indirect reports: 16 to 20

Direct budget accountability: Nil

Key Dimensions and Responsibilities:

Task level: Extensive

Organisational knowledge: Extensive

Judgement: Extensive

Operational context: Entire University

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/>.

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

Core Accountabilities:

- Responsible for the ongoing management of demand across a large suite of applications, by engaging with stakeholders and aligning with roadmaps to prioritise the backlog
- Stewardship of development, enhancements, operational run and maintenance of applications (including custom built applications), as well as ensuring proper change controls are adhered to and incidents are resolved in line with the incident management processes

- Ensure all applications and platforms remain current, secure, available and compliant, including ensuring an effective patch management and upgrade approach is executed across all applications in line with Cybersecurity requirements
- Proactively manage relationships with key University stakeholders and affiliates to build an in-depth understanding of the University's drivers and requirements in order to enable the University to meet its operational goals and objectives.
- Provide thought leadership and continual evolution of the practices, processes and methodologies needed to manage demand, prioritise work, deliver new capability, through to what is necessary to effectively and efficiently govern, manage and support a diverse range of applications,
- Manage and monitor vendor relationships and license management for all applications
- Establish and maintain development standard and frameworks
- Work closely with the Cybersecurity team to ensure that security is embedded and tested throughout the SDLC
- Contribute to and provide feedback on the design of new services being implemented and to the transition of these services into operational teams
- Champion the use and maturity of common CI/CD tools integration/operations/change management practices in alignment with the agreed strategy and practices.
- Develop and implement operational plans for the team, including workforce skills and capability planning aligned to agreed budget and success outcomes.
- Effectively motivate, coach and manage staff to achieve goals by providing clear performance expectations, regular feedback and document performance outcomes, ensuring poor performance is addressed and high performance nurtured and rewarded.

Selection Criteria:

Education/Qualifications

1. The appointee will have tertiary qualifications in relevant discipline(s) or an equivalent combination of relevant experience and education/training
2. 5+ years experience in leading application development and support teams
3. Knowledge of Agile methodologies and ITIL practices

Knowledge and skills:

4. Demonstrate the Business Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in your workplace

5. Strong experience in identifying and articulating opportunities of improvement and addressing the necessary changes to processes and work practices to enable efficiency, effectiveness within the team and aligning to broader improvement initiatives outside of the team
6. Excellent verbal, documentation and communication skills; with proven ability to adapt to multiple stakeholders from varying contexts
7. Demonstrated capability to engage effectively with the key stakeholders, establishing collaborative and trusted working relationships
8. Expertise in prioritising and delivering a plan of work in collaboration with business, technology and external delivery partners, designed to meet strategic goals
9. Experience leading cross-functional teams managing many different applications and technologies, Continuous Delivery and DevOps capabilities both on-premise and in the cloud
10. A sound technical background and understanding of Continuous Delivery, DevOps and application support.
11. Experience using and coaching teams to use Agile methodologies and tools; such as JIRA
12. Demonstrated outcomes through the leadership of high performing teams, mentoring and coaching team members through all stages of career development;
13. Experience in vendor management, including contract negotiation and vendor performance management.
14. Adaptability and willingness to change and open to embracing uncertainty

Other job related information:

- ▶ This position requires the incumbent hold a current and valid Working with Children Check. The University of Melbourne is dedicated to safeguarding the welfare of all community members, especially those most vulnerable. As part of our commitment to child safety and in line with the Victorian Child Safe Standards, this position will be required to hold a valid Employee WWCC, regardless of where in the University an employee may work or what work they do.
- ▶ Occasional work out of ordinary hours to critical University activities.