

POSITION DESCRIPTION



Operational Performance Group
Chief Operating Officer Portfolio

Associate Director, Strategic Programs

POSITION NUMBER	0063812
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	Senior Manager 1
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1.0 FTE)
BASIS OF EMPLOYMENT	Fixed Term until Dec 2026
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	Amelia Scurry Tel +61 427446414 alscurry@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 would like to acknowledge and pay respect to the Traditional Owners of the lands upon which our campuses are situated, the Wurundjeri and Boon Wurrung peoples, the Yorta Yorta Nation, the Dja Dja Wurrung people. We acknowledge that the land on which we meet and learn was the place of age-old ceremonies, of celebration, initiation and renewal, and that the local Aboriginal peoples have had and continue to have a unique role in the life of these lands.

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 Associate Director is one of two senior roles that provide senior leadership of significant initiatives on behalf of the Operational Performance Group that deliver priority outcomes for the University. The Associate Director, Strategic Programs, is highly skilled project professional who leads a core team of project management staff within the PPMO. Overseeing and leading multidisciplinary teams of project professionals, the Associate Director is responsible for the overall management and delivery of complex programs of work, while also providing day to day management and support of project team members.

Reporting to the Director, Portfolio and Project Management, the Associate Director works as one of the senior managers within OPG, stewarding key relationships with stakeholders across the organisation. They support OPG ways of working and work across all project stages for major and high-profile initiatives,

ensuring robust, appropriate and well considered approaches to complex problems. As a senior professional with extensive experience in program management and business transformation, the Associate Director models leadership, innovation and remains abreast of key discipline developments in the areas of project, program and portfolio management and strategic transformation and brings this knowledge to bear on OPG's approach to project development and delivery.

The Associate Director, Strategic Programs may be required to act as Deputy to the Director Portfolio and Project Management, and participates in relevant strategic discussions, leading key project management resources. They provide targeted mentoring and coaching of the members of the PPMO team to ensure a positive culture of continuous development, growth and improvement.

The Associate Director will be responsible for the ideation, development and delivery of complex high-impact and/or high-value initiatives and will support activities associated with project ideation and shaping across the portfolio. The Associate Director will often be required to work in a space of ambiguity, assisting stakeholders, teams and the organisation to determine the right approach to achieving its outcomes. As part of this process, they will be required to consider the most effective project design to achieve the desired goals, ensuring that this is within the capability of the organisation to deliver, is underpinned by a clear evidence-base and has the necessary buy-in from senior stakeholders to succeed.

The Associate Director will work collaboratively with teams across OPG and with key project teams across the University, augmenting the role of the PMO to enable and support innovative and collaborative ways of working that draw on the opportunities and expertise offered by the diverse capability within and across OPG teams. They will also develop and maintain strong and effective working relationships with colleagues, senior leadership and other key stakeholders across the University playing a leadership role in profiling, supporting and maintaining the reputation of OPG within the University. They will do this by demonstrating core OPG values of performance, capability, collaboration and innovation in all that they do.

The Associate Director will have a high-level of technical project management expertise, including expertise in creative problem-solving and communications, stakeholder management, program management and design, resource management and team leadership. They will bring this, along with their ability to think laterally, strategically and creatively to deliver transformative projects that assist the University to deliver on its strategic agenda, solve organisational challenges and drive positive change. They will have expertise managing projects in a complex service and stakeholder environment with particularly experience in the area of operations, policy and service transformation and improvement projects in a context that can reasonably be aligned with a higher education environment. The role will require versatility, flexibility, enthusiasm, and a high level of self-motivation and initiative.

Reporting line: Director, Portfolio and Project Management

No. of direct reports: <5

No. of indirect reports: 6 to 10

Direct budget accountability: As per approved project budget/s

Key Dimensions and Responsibilities:

Task level: Extensive

Organisational knowledge: Significant

Judgement: Extensive

Operational context: Collaboration across Chancellery, Faculties, COOP and with external providers and 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/>.

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

Core Accountabilities:

Project and Program Development and Delivery

- Provides leadership on the initiation, planning, design, implementation, and close-out activities for significant strategic programs and projects, defining the scope, approach and success criteria, developing business cases and strategic documents, as well as managing resources and ensuring quality outcomes in line with the needs and requirements of the University.
- Apply excellent judgement and creative problem-solving skills to ensure the effective execution of complex projects and programs, adapting as needed in response to changes (internal and external) while ensuring the ability to balance the needs and interests of the project stakeholders and the organisation.
- Applies contemporary best-practice approaches to program design, development and delivery, supporting capability building within project teams and supporting capability uplift where possible across organisation.
- Maintain high-quality project and program discipline ensuring timely and effective management of project deliverables, escalation and communication of risks and issues, appropriate governance and ongoing evaluation of project progress, performance, scope and change control.
- 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.
- Support a culture of collaborative and professional project and program management, demonstrating key values and competencies in all aspects of their work.

Stakeholder Management and Communication

- Manage and maintain strong and effective stakeholder relationships with key areas of the University, including acting as relationship manager for key business units as required.
- Maintain strong stakeholder management approaches throughout projects and initiatives, developing appropriate engagement strategies, feedback mechanisms and always communicating effectively with relevant stakeholder groups.
- Take a proactive approach to communication and engagement on risk, issues and/or other change control requirements, ensuring a 'no surprises' approach at both a program and project level and at an OPG portfolio level.
- Liaise with, and provide progress updates to the Director, PPM, OPG PMO, OPG Executive, and other key internal and external stakeholders, where appropriate.
- Work collaboratively and proactively across teams to lead integrated project scopes 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.

Leadership and Resource Management

- Lead a core group of PM professionals, investing their development and capability, and managing their allocations across projects and programs including providing direction and guidance in the execution of their work.
- Work with the Director to identify opportunities for OPG to support major initiatives and programs of strategic importance to the organisation, including supporting resource and capability planning across the PPMO.
- Support the maturation of the OPG capability, service offerings and the PMO by participating in and working alongside the PPMO and PMO team to design and implement improvements that support an ongoing process of portfolio maturity.

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. Extensive experience in the project and program management and delivery of complex strategic business transformation initiatives
3. Excellent understanding of the project lifecycle, including demonstrated experience across project documentation, standards and methodologies and the application of project planning and management competencies including scope, time, cost, quality, HR, communications, risk, procurement and integration.
4. Demonstrated ability to lead and manage projects with a wide organisational impact.
5. Excellent analytical and problem-solving skills and the ability to translate strategy into clear project objectives that deliver tangible outcomes and results
6. Excellent writing, communication, presentation, reporting and documentation skills.
7. Ability to engage with a wide range of stakeholders across the breadth of the organisation and to manage expectations, including senior stakeholders.
8. Demonstrated understanding of best-practice project and program management approaches relevant to complex projects and the ability to support capability uplift across the PPMO team.
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.