RMIT University

Position Description – Senior Manager, Service Culture and Enablement

Position Details

Position Title:	Senior Manager, Service Culture and Enablement
Position Number:	
Portfolio:	Research & Innovation Portfolio
School/Group:	Research Strategy and Services
Campus Location:	Based at the City campus but may be required to work at other campuses of the University.
Classification:	HEW 10C (*Salary Schedule:* https://www.rmit.edu.au/staff/my-employment/pay-and-leave/salary-and-payments/salary-schedules/professional-staff-salary-schedule#full)
Employment Type:	Fixed term, 5 years
Time Fraction:	1.0

RMIT University

RMIT is a global university of technology, design and enterprise in which teaching, research and engagement are central to achieving positive impact and creating life-changing experiences for our students. One of Australia's original educational institutions founded in 1887, RMIT University now has 83,000 students including 15,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and vocational education, applied and innovative research, and engagement with the needs of industry and the community.

With three campuses in Melbourne (City, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia and Sri Lanka, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 130-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates.

We are also committed to redefining our relationship in working with and supporting Aboriginal self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community.

Our three campuses in Melbourne are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

In the 2019 QS World University Rankings RMIT is ranked 250th and is also ranked 21st globally in the QS Top 50 under 50 which ranks universities under 50 years old. RMIT also ranks in the world's top 500 in the Academic Ranking of World Universities and Times higher Education.

In the 2018 QS Rankings by Subject, RMIT is 11th in the world (highest ranked in Asia Pacific) in Art & Design, and 26th in Architecture & the Built Environment. We are also among the world's top 100 universities in Engineering (including in Civil & Structural; Electrical & Electronic and Computer Science & Information Systems); Accounting & Finance; Business & Management Studies; Communication & Media Studies. The 2018 Shanghai Rankings'

Global Ranking of Academic Subjects echo RMIT strengths in Engineering & Technology and the subject areas as highlighted by QS Rankings by Subject.

Research and Innovation Portfolio
RMIT's Research and Innovation Portfolio supports researchers to help shape the world. The portfolio has an engaged, energetic, talented and collaborative team focused on enabling excellent research and innovation outcomes. With a global presence, community and industry connections, we support cutting-edge research and careers that make a positive impact on communities.

The Research and Innovation Portfolio supports researchers and graduate researchers with research partnerships, grants and research contracts, funding opportunities, capability development, research training, ethics and integrity, intellectual property, commercialisation, internships, communication and profile.

Find out more about research and innovation at RMIT University and the Research and Innovation Portfolio at: http://www.rmit.edu.au/research/

Research Strategy and Services
Research Strategy and Services supports researchers to achieve excellent research outcomes. Research Strategy and Services supports strategy development and implementation and continuous improvement in services, systems and processes. The team provides expertise and services in grants and research contracts; research integrity, ethics and governance; and data analytics and reporting.

Position Summary

The Senior Manager, Service Culture and Enablement provides specialist expertise in leading the transformation of research and innovation services across the enterprise and the successful adoption of a new operating model including process and technology improvements, ways of working and a service delivery framework supported by measurement and reporting.

Leading a team of three, the Senior Manager, Service Culture and Enablement is responsible for the delivery of a range of projects which requires collaborating with Enterprise Projects and Business Performance, Information Technology and key stakeholders within the R&I portfolio, Colleges and other central service areas. Projects will include new digital solutions, process improvements and capability up-lift to ensure continuous improvement and enhanced service quality provided to researchers and graduate researchers.

Reporting Line

Reports to: Executive Director, Research

Direct reports: 3

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge, and the knowledge of their staff, is up to date.

Key Accountabilities

- Partner with the R&I Senior Leadership team to develop a service culture mindset across the Research & Innovation portfolio.

- Support the Executive and provide leadership and advice on implementation of the new enterprise operating model including further refinement of the 'ways of working', service design and business process improvements.

- Ensure the development and implementation of a Service Delivery Framework enables effective measurement and reporting to drive a continuous improvement culture.

- Provide effective leadership, management, supervision and guidance to the Service Culture and Enablement team, to deliver quality project management and change management capability for R&I enterprise projects and initiatives aligned to the University Strategy. Support staff's career development through coaching and mentoring.

- Develop a multi-year digital roadmap, build business cases for investment and develop and manage funded projects in partnership with Information Technology.

- Partner with technical teams and end-users to define the customer journey, user experience and/or technical design ensuring end-to-end user experience meets business needs.

- Build strong relationships with key stakeholders in Information Technology, Colleges and Schools, University service areas, and the R&I portfolio.

- Be a positive change influencer and advocate for service excellence and continuous improvement across R&I.

Key Selection Criteria

1. Leadership qualities and expertise to initiate and lead service delivery in a challenging and dynamic environment.

2. High level interpersonal skills including demonstrated experience in mentoring, coaching, collaborating, and team building.

3. Significant experience in partnering with information technology teams to deliver a program of digital solutions.

4. Strong knowledge and understanding of business needs with the ability to establish/maintain high level of customer trust and confidence.

5. Extensive analytical, planning, and organisational skills with an ability to manage competing demands and meet project deliverables of varied complexity.

6. Solid understanding of and demonstrated experience in using Agile Project Management tools such as Jira/Greenhopper, Rally, VersionOne, Microsoft Project, and Visio.

7. Creative approach to problem-solving with the ability to focus on details while maintaining the "big picture" view.

8. Demonstrated ability to influence cultural change whilst delivering against organisational goals and targets.

Qualifications

Mandatory:
A relevant tertiary qualification or equivalent combination of qualifications and relevant work experience are required for this role.

Preferred:
Strategic planning and business process re-engineering experience.
Lean / Six Sigma experience, practical application and qualifications.
Professional certification or accreditation in project or program management, such as Scaled Agile, PMP®, MSP™, RegPM, PRINCE2.

Note: Appointment to this position is subject to passing a Working with Children check.

Endorsed:	Signature: Name: Title: Date:	**Approved:**	Signature: Name: Jane Holt Title: Executive Director, Research Strategy and Services Date: May 2019