

Senior Manager, Quality Enablement and Operations

Position Details

Position Title:	Senior Manager, Quality Enablement and Operations
Position Number:	New
College/Portfolio:	Education
School/Group:	Centre for Academic Quality and Enhancement
Campus Location:	Based at the City campus, but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 10A <i>Salary Schedule:</i> http://www.rmit.edu.au/browse;ID=ewhlt73t01
Employment Type:	Continuing
Time Fraction:	1.0 FTE

RMIT University

RMIT is a global university of technology and design, focused on creating solutions that transform the future for the benefit of people and their environments.

One of Australia's original educational institutions founded in 1887, RMIT University now has 82,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and practical education, applied and innovative research, and engagement with the needs of industry and the cities in which we are located.

With three campuses in Melbourne (Central Business District, 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, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 128-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 a 5-Star university under the QS Stars international evaluation system, and are 32nd in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index).

RMIT features among the world's top 200 institutions in 13 of the 30 subject areas in the 2015 QS subject rankings. We are among the world's top 100 universities in Art and Design; Architecture and the Built Environment; Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Aeronautical and Manufacturing); Computer Science; and Business and Management Studies.

Education Portfolio

The Education Portfolio is headed by the Deputy Vice-Chancellor Education and Vice President who leads the planning and implementation of the University's strategies related to RMIT's academic programs and the RMIT student experience. The Portfolio is responsible for services to support the quality of RMIT programs, including the professional development of academic staff, continuous improvement of the student experience, learning and teaching outcomes and the management of learning and research information sources.

The Education Portfolio plays a key role in empowering students to access education, participate actively in the life of the University and achieve successful and fulfilling lives beyond graduation. The provision of a stimulating and satisfying experience for students is a priority for the University.

Centre for Academic Quality and Enhancement (CAQE)

The newly formed Centre for Academic Quality and Enhancement sits within the Education Portfolio under the direction of the Associate Deputy Vice Chancellor Education, Quality & Enhancement.

The Centre supports the attainment of academic standards across RMIT University and provides an enterprise wide interpretive and evaluative function to ensure consistent process, practice and design in academic quality supporting continuous improvement and transparency in reporting of enterprise wide outcomes to key bodies, boards to support compliance and enhancement.

The Centre and its operations supports consistency in design and direction across RMIT University to support the compliance and continuous improvement of all accredited programs and products, enhancing our student and staff experience.

The Centre partners and collaborates with RMIT Colleges/Schools and other portfolios to support staff across the University to embed a culture of academic quality and enhancement.

Position Summary

Reporting to the Associate Deputy Vice-Chancellor, Education the Senior Manager, Quality Enablement forms part of the CAQE leadership team and is accountable for all enabling functions of the unit to enable and support the interpretation, monitoring and evaluation of academic quality across RMIT operations.

This includes the program of work for CAQE including all project management, reporting, communications and engagement and change management as well as process design and improvement using available data and evaluation expertise. You will be highly proficient in designing templates, tools and datasets in document control, record keeping.

A dynamic, enthusiastic and high achieving individual, the incumbent will possess outstanding project management, analytical, leadership and stakeholder management skills as the scope and complexity of the position is significant. The ability to influence key stakeholders across different cohorts is critical, as is the need to execute broad level service level agreements that can adapt and adjust to the varied requirements while ensuring the priorities of the University are met.

Leading a team of business analysts, project officers, evaluation experts, change specialists and supporting other streams in the CAQE you will work with senior stakeholders, Colleges and other Portfolios to build best practice in Academic Quality and Enhancement.

Reporting Line

Reports to: Associate Deputy Vice Chancellor Education, Quality & Enhancement

Direct reports: 4

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

- Lead the development and implementation of project governance and reporting procedures for CAQE to monitor and control progress, including project status reporting, issue management, scope definition and quality assurance;
- Lead a team of business analysts, evaluation and systems specialists to implement consistent enterprise-wide academic quality and compliance processes, practices, systems and controls that are standardised across the University;
- Lead the design, development and implementation of project management reporting frameworks to assess project status and progress, ensuring stages are documented correctly and that current issues, risks and achievements are accurately reported to stakeholders and leadership;
- Lead the design of consistent reporting on the application of the academic quality processes and decision-making frameworks to Colleges, Portfolios, Academic Board and relevant sub-committees, and the Audit and Risk Management Committee;
- Work cooperatively to build and maintain strong, constructive relationships with key internal and external stakeholders;
- Leading all academic quality and continuous improvement initiatives and projects within the Centre;
- Build, lead and manage a collaborative and flexible team responsible for delivering high quality services, developing a culture that is both responsive to cyclical workloads and able to support competing deadlines within the operation of multiple academic calendars and operates according to agreed RMIT standards, principles and processes;
- Develop and maintain productive working relationships with the Executive team and other relevant University staff, ensuring the effective operation as a whole through the ability to influence and respond to issues as they arise;
- Initiate and prepare informed and accurate reports, provide expert advice, represent the Centre on committees and working parties contributing to University policy review and development processes, and deputise for the ADVCE as required;
- Lead the design, development and implementation of the CAQE's engagement strategy in its implementation and set up;
- Lead the design of evaluation processes, metrics and checklists to evaluate continuous improvement and monitor academic quality compliance.
- Manage external consultants as required;
- Manage and leading staff through transformative change, including the ability to create systemic linkages to improve service delivery and to lead cultural and work practice changes in a demanding and changing environment.
- Manage, forecast, monitor, control and report on project costings throughout the life of the project. Upon completion of projects, analyse and report on actual costs against approved costs to ensure there is no over- expenditure in project costs.
- Manage resources to ensure optimum results, including performance quality, student experience and commercial value metrics.
- Proactively identify risks, analyse the impacts and implement strategies and contingencies to manage risks via the development and management of identified risks.
- Prepare high level reports for presentation to various stakeholders and committees.

Key Selection Criteria

1. Demonstrated experience in managing the outcomes of multiple project managers, projects or a program of work;
2. Demonstrated experience in the successful end to end implementation of business systems and processes and suggest areas for improvement;
3. Demonstrated extensive experience within the University sector in a management role which required the exercise of a high level of independence and professional judgement;
4. Substantial evidence of project management, with demonstrated experience working in complex, relationship driven environments to develop strategy, planning and ensuring governance across projects, with the ability to drive outcomes through influence and collaboration;
5. Demonstrated experience in implementing change within an education context;
6. Capability to develop business cases, business strategy and advising on change implementation;
7. Substantial experience in leading, motivating and fostering a team of continuous improvement and enhancement;
8. Extensive project lifecycle experience understanding and leading a team through planning and delivery of projects in their entirety.
9. Proven capability in verbal communication with the ability to deal with people at all levels of an organisation, including liaising with a broad range of stakeholders across the University. Experience in dealing with senior stakeholders is essential.
10. Experience leading the design and development of training packages related to the implementation of new systems and processes.
11. Demonstrated ability to take the initiative with a pragmatic, outcome-focussed approach to project delivery.

Desirable:

- A knowledge and understanding of the tertiary education sector is highly desirable.

Qualifications

Relevant tertiary qualifications and current project management accreditation.

Endorsed:	Signature: Name: Shona Leitch Title: Date:	Approved:	Signature: Name: Belinda Tynan Title: Date:
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