

Position Description

Director, Engagement & Delivery

Position No:	New
Business Unit:	Office of the Chief Information Officer
Division:	Information Services
Department:	Office of the Chief Information Officer
Classification Level:	ESMC
Employment Type:	Full-time, Fixed Term
Campus Location:	Location Independent
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

Position Context/Purpose

The Engagement & Delivery portfolio, residing within Information Services (IS), supports and enables the delivery of business change initiatives, programs and projects that form part of the La Trobe University strategy. The Director has primary accountability for leadership of strategic engagement, aligned with the defined architectural direction and digital strategy to enable program/project delivery. Their responsibility includes oversight for governance, processes and frameworks to support our capital and non-capital initiatives and coordinating resources for successful delivery. The position will drive new ways of working and process improvement to ensure lean and right-sized delivery models and frameworks. The Director is a key member of the IS Executive Team (ISET) and works closely with other La Trobe Executives, ensuring alignment across the organisation and leveraging resources to ensure delivery is maximised.

Duties at this level will include:

- Focusses on strategic engagement and delivery of initiatives that support a multi-year strategic planning horizon of 3-5 years and actively contributes to developing the University's Strategic Plan.
- Applies intellect and knowledge to weigh up complex information and identify critical factors and issues. Explores the options in full and makes sound decisions under pressure. Considers opportunities and anticipates risk whilst striving for quality and ensures compliance with regulatory requirements.
- Responds flexibly to changing circumstances, deploys resources astutely and identifies optimum resourcing combinations. Creates a flexible environment that enables others to meet changing demands.
- Encourages and motivates people to engage in continuous learning and empowers them by delegating tasks. Agrees to clear performance standards, gives timely constructive feedback, praise and recognition, and deals with under-performance promptly. Offers support in times of high pressure and engages in activities to maintain morale.
- Develop and enable staff capability within the work area by monitoring and continuously managing their performance and mentoring them to meet current and future role requirements better. In doing this, provide staff with constructive feedback and support for high-quality performance contributions.
- Recognises the positive benefits that can be gained from diversity and recognises the different working styles of individuals to capitalise on these for the benefit of the business unit.
- Accountability for initial strategic engagement framework and management within the Information Services team for new Business development / operational opportunities, ensuring correct demand management, high-level stakeholder satisfaction through being an influential contributor to decisions over the allocation or use of substantial resources relating to the delivery of IS-related business initiatives.
- Maintaining and monitoring industry-leading tools, techniques and practices, in new ways of working for continuous program/project delivery. Ensure we have an effective lean and right-sized delivery framework and models that provide effective and efficient outcomes. Those of which excel against good industry practices when benchmarked.
- Full responsibility for the end to end delivery of significant digital transformation and related digital programs to achieve organisation objectives, inclusive leveraging resources from other teams in IS to maximise delivery outcomes and capitalisation targets
- Leading, manage and motivating administrative and professional staff within the department and across the University, developing and raising their performance and embedding new ways of working, i.e. Agile, Human-Centred Design, Product management change etc.
- Manages the initiation and delivery of business and IS capital and operational programs (circa \$10M - \$40M), subject to executive oversight to achieve results through the allocation

of resources. Authorise significant expenditure items, or commit the University to significant contractual or resource obligations.

Essential Criteria

Skills and knowledge required for the position

- Demonstrated ability to work with complexity and ambiguity, show tenacity and resilience in striving for goals and seeking creative, innovative and sustainable long term solutions to achieve the University's Strategic Plan.
- Exemplary leadership to communicate the University's vision and strategic direction, establish a performance-orientated culture and drive accountability.
- Outstanding interpersonal skills, including conflict resolution, tact and discretion; a capacity to negotiate outcomes with stakeholders and achieve results in an environment characterised by competing expectations and views; given the diverse context in which the University operates, ability to readily adapt communication approaches with changing audiences.
- As a subject matter expert in a chosen discipline, actively participate in cross University professional forums and build rapport with key leaders in the University sector to develop relationships on a local, national and international level to the advantage of the University.
- Ability to demonstrate drive and integrity through a strong commitment to actions and taking responsibility for role modelling the professional behaviours important to the University.
- Proven experience and success in managing staff performance and development.
- Ability to direct, lead and control the work of other managers, establishing a performance-orientated culture.
- Extensive knowledge and skills and several years of relevant work experience or breadth of professional experience in the industry. Evidence of continual learning and development.
- Demonstrated understanding and commitment to principles and practices of privacy, integrity and equal opportunity and a willingness and capacity to implement required OHS policies and safe work practice.

Capabilities required to be successful in the position

- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and accurately reading and responding to organisational, political and social dynamics.
- Ability to inspire and motivate others towards shared objectives, actively facilitate communication and two-way feedback across the University and create a safe, inclusive, high-performing team culture – consistently modelling and enabling accountability, connection, innovation and care.
- Demonstrated creative, critical and systems thinking, ability to promote a culture of innovation across La Trobe – encouraging and enabling the generation of new ideas, demonstrating a willingness to experiment, and taking calculated risks to solve organisational problems and support the University's strategic and cultural priorities.
- Ability to operationalise strategy, adapt quickly to disruption and successfully lead people through change – building a culture in which staff members actively contribute to improving organisational practice.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- *We are **Connected**:* We connect to the world outside — the students and communities we serve, both locally and globally.
- *We are **Innovative**:* We tackle the big issues of our time to transform the lives of our students and society.
- *We are **Accountable**:* We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- *We **Care**:* We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

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Initials: Date: