Position Description

Senior Manager, Business Analysis and Quality Assurance Capability

Position No: Insert existing number if unchanged / NEW

Business Unit: Engagement and Delivery

Division: Information Services

Department: Engagement and Delivery

Classification Level: HEO10

Employment Type: Full-Time, Continuing

Campus Location: Located at the Melbourne (Bundoora) campus or any other Victorian Regional campuses

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 Senior Manager, Business Analysis and Quality Assurance Capability role is accountable for managing a team of Business Analysts and Quality Assurance professionals supporting the successful delivery of transformational projects and programs within engagement and delivery office, with a focus on uplifting the teams capability aligned with La Trobe's new ways of working.

The position will manage all business analysis and quality assurance activites of multiple projects and business as usual acitvities; being abreast of the latest methodologies and practices in Business Analysis and Quality Assurance areas; resource levelling for Business Anlaysts and Quality Assurance professionals across projects and programs delivered by the Engagement and Delivery office.

Duties at this level will include:

- Manage a team of business analysis and quality assurance professionals supporting transformational projects and programs and business as usual activities for successful delivery within engagement and program delivery office.
- Manage all business analysis and quality assurance activities of multiple related projects to ensure the overall business change and quality is aligned to and directly supports the achievement of strategic objectives.
- Manage a portfolio of business analysis and quality assurance activities that span one or multiple lines of business.
- Be accountale for the achievement of signficant organisational objectives and programs.
- Bring a multi-perspective understanding to the development, carriage, marketing and implementation of new policies; devise new ways of adapting the organisation's strategies to new, including externally generated, demands.
- Lead development of strategies and plans, which supports and takes forward University strategy.
- Be responsible for the achievement of significant organisational objectives and programs.
- Review performance & services in the area of responsibility and compares it to best practice elsewhere, identifying areas of improvement in structure, practices, policies and technology which may result in change that may also impact on other areas of the University's operations.
- Develop and enable the capability of staff within the work area by monitoring and continuously managing their performance and mentor them to better meet current and future role requirements. In doing this, provide staff with constructive feedback and support for high quality performance contributions.
- Understanding and monitoring the dependencies and synergies between business requirements gathered for each project within the portfolio.
- As part of an overall leadership team, ensure the defined processes provide solutions that offer the best possible user experience for end users (staff, students and other stakeholders)
- Participate in establishing practices, templates, policies, tools and partnerships to expand and mature BA and QA capabilities for the organization.
- Plan, Develop and continously improve Quality Assurance related activities and support across projects and programs. Develop and champion the use of QA tools, strategies, approaches and processes.
- Being abreast of the latest methodologies and practices in Business Analysis and Quality Assurance areas
- Coaching the team and Capability uplift – run communities of practice, upskill the capabilities within the team, establish plans for team career development and continuously assessing and improving the ways in which the team works
- Workforce planning, resource allocation & levelling across the portfolio delivery areas and programs

- Delivering constructive feedback and managing under-performance.
- Offering support in times of high pressure.
- Celebrating success and engaging in activities to maintain morale.

Essential Criteria

Skills and knowledge required for the position

- Experience and expertise in the management of significant human and material resources, or postgraduate qualifications and extensive relevant experience, or experience and expertise in the provision of strategic policy advice affecting the direction of the University, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Excellent interpersonal skills and demonstrated experience in liaising with staff at all levels of an organisation, negotiating effective outcomes, consultation and facilitation of group discussions.
- Proven ability to deal with concepts, decisions and complex information or situations in an efficient and effective manner. Capable, agile, flexible and patient with process, and the ideas of others.
- Highly developed knowledge of the principles, theory and practice of the area of responsibility and an awareness of broader developments relevant to the University.
- Awareness and understanding of the activities, objectives and strategic direction of the University, both current and future, in a global context.
- Proven experience and success in managing staff performance and development.
- Experience in leading a team of BAs and/or Testers whilst supporting the practice by defining and maintaining the relevant frameworks, templates and practices.
- Extensive experience in developing and leading Business Analysis and Quality Assurance activities for complex IS projects delivering technical and business transformation initiatives.
- Demonstrated commitment to providing coaching and capability uplift in team to enable them to succeed
- Strong leadership skills, including the ability to negotiate, motivate, influence and build relationships.
- Ability to keep abreast of the latest Business Analysis and Quality Assurance frameworks, tools and techniques by continuous learning, obtaining and maintaining certifications and/or gaining required training

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 evaluating the way own behaviour impacts team culture and performance.
- Ability to work collaboratively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative, critical and systems thinking – generating ideas and recommending solutions to local and organisational problems.
- Ability to operationalise strategy, adapt quickly to disruption and actively contribute to a healthy team culture to successfully navigate change – implementing improvements to local and organisational practice.
- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and evaluating the way own behaviour impacts team culture and performance.
- 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 within local area, enabling staff members to evaluate current work practices and identify solutions to local and organisational problems.
- Ability to operationalise strategy, adapt quickly to disruption and successfully lead people through change – building a culture in which staff members actively contribute to the improvement of local and 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: