POSITION DESCRIPTION

Position Title: Cutover and Delivery Manager, HCMS Program
Organisation Unit: Strategic Program Office
Position Number:
Type of Employment: Fixed Term until 30 April 2021
Classification: HEW Level 8

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world's top universities, as measured by several key independent ranking, including the CWTS Leiden Ranking (32), the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (42), QS World University Rankings (48), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (69). Excluding the award component, UQ is now ranked 45th in the world in the ARWU, and is one of the only two Australian universities to be included in the global top 50.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 52,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 15,400 international students from 135 countries, adding to its proud 250,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a $1.75 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The University operates in a rapidly changing environment within a global marketplace, where institutions strive for higher levels of excellence and reputation. Australian universities face increased financial pressures, regulatory changes arising from the 2014-2015 Federal Government budget announcement, reputational pressures and changing client expectations (student, industry and government).

Within this context, UQ seeks to review its services, to ensure that UQ remains competitive and sustains success in the longer term. A focus on continuous improvement as part of every person’s contribution to the future of UQ is vital to ensuring a service oriented culture. The University’s Strategic Program Office will enhance UQ’s ability to deliver its core functions of learning, discovery and engagement.

This University-wide program will adopt a One UQ approach with shared commitment and responsibility to enhance the student and staff experience by transforming internal business operations. The program seeks to:

- Enhance the student experience and increase student satisfaction levels
- Improve the workplace experience for staff members
- Ensure a better use of UQ’s resources through improved operational efficiency and effectiveness with freed resources reinvested in learning, discovery and engagement.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

The University is acquiring new Human Capital Management, Workforce Management and Payroll Systems that will function as the Human Resources enterprise systems. Reporting to the HCMS Technical Lead, the Cutover and Delivery Manager will work with the Technical Lead to develop and implement an environment and release management strategy, work with stakeholders to develop and document a detailed HCMS cutover plan, and will manage all cutover activities to help ensure a successful HCMS go-live.

Duties

Duties and responsibilities include, but are not limited to:

Program Delivery
• Work with the HCMS Technical Lead and other stakeholders to develop and maintain a HCMS environment management strategy that includes a timeline for required systems, a register of environment details and user access requirements, and an approach for environment governance

• Work with the HCMS program stream leads and other key stakeholders to develop a release management strategy that provides a framework for ensuring releases of new HCMS development and configuration are delivered as integrated whole-of-solution packages that follow appropriate approval procedures

• Work in conjunction with the Technical Lead as release manager to ensure releases are conducted in accordance with the environment and release management strategies

• Develop, document and maintain a cutover plan, including a highly detailed cutover run sheet, that will be used to coordinate and control all cutover activities with the aim of ensuring a successful go-live of the HCM solution

• With the support of the HCMS Program Manager, Technical Lead, and other senior stakeholders, manage all cutover activities, including unforeseen deviations from the cutover plan, to deliver a successful go-live

• Run workshops and conduct other forms of stakeholder engagement as required to ensure all aspects of cutover have been factored into the cutover plan and that all parties involved in cutover understand their roles and responsibilities

• Conduct pre-production verification activities to verify that all systems and teams involved in the cutover are ready and appropriate backup and fall back plans are in place

• Produce documents required for approval of go-live, including technical and business readiness checklists and go-live authorisation paperwork, and work with senior stakeholders to secure cutover approvals in a timely fashion

• Work with the HCMS Change Management and Target Operating Model streams to identify post go-live support requirements and develop a plan for providing heightened production support immediately following go-live

• Any other duties as reasonably directed by your supervisor.

Other

Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:

• the University's Code of Conduct

• requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School

• the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures

• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University

Organisational Relationships

The position reports to the Technical Lead, HCMS.
SELECTION CRITERIA

Essential

- Qualifications/training equivalent to postgraduate qualifications and extensive relevant experience; an equivalent combination of experience and/or education/training.

- Subject matter expert in cutover and delivery management, demonstrated by recent successful cutover management experience and by other IT delivery management experience.

- Excellent documentation skills with demonstrated ability to develop the highly detailed documentation required to track and coordinate cutover and IT delivery activities.

- Excellent problem solving ability, including ability to manage timely resolution of unforeseen problems that require multifaceted technical and/or business inputs.

- Demonstrated ability to build effective relationships with a diverse group of stakeholders in order to obtain their input into planning and delivering cutover or other IT delivery activities.

- Excellent time management skills, with a demonstrated ability to manage tight schedules and successfully complete competing deadlines.

- Demonstrated high level of accuracy and attention to detail in written reports and presentations.

- Ability to both follow and contribute to a forward-looking, results oriented team culture that collaboratively incorporates a diverse range of contributions. Strong work ethic and willingness to go the extra mile to accomplish tasks in a fast-paced environment.

- Commitment to upholding the University’s values, and with the outstanding personal qualities of openness, respectfulness and integrity.

Desirable

- Experience working in the higher education sector.

- Experience working with HRIS or HCM

- Experience working with technical implementation partners to deliver Cloud/SAAS solutions

- Experience working with wiki documentation tools such as Jira and Confluence

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to recruitment@uq.edu.au.