

POSITION DESCRIPTION

Position Title:	Senior Program Coordinator, HCMS Program
Organisation Unit:	Strategic Program Office
Position Number:	
Type of Employment:	Fixed Term until 30 June 2023 (with potential extension)
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 (40), the US News Best Global Universities Rankings (42), QS World University Rankings (47), Academic Ranking of World Universities (54), and the Times Higher Education World University Rankings (66). 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 53,000-plus strong student community includes more than 16,400 postgraduate scholars and more than 17,000 international students from 135 countries, adding to its proud 260,000-plus alumni. The University has more than 6,600 academic and professional staff (full-time equivalent) and a \$2.15 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 \$1 billion+.

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 online](#).

DUTY STATEMENT

Primary Purpose of Position

The University is acquiring new Human Resources, Workforce Management and Payroll Systems that will function as part of the Human Capital Management Solution (HCMS). This role provides project planning & scheduling services to the HCMS program. This includes the development and monitoring of plans and schedules, baselines, activity progress and completion, and identification of trends and corrective/preventative actions to influence on-budget delivery of the program's objectives.

Duties

Duties and responsibilities include, but are not limited to:

- Lead the development and maintenance of the integrated Phase 3 master schedule for the HCMS program

- Providing schedule management guidance and support to the Workstream Leads, including in the development of the work breakdown structure and in identifying intra-program dependencies, schedule risk and issues.
 - Work collaboratively with the PMO Workstream to ensure all aspects of the program's timelines are accurately captured, maintained and analysed to ensure on time delivery.
 - Measure the program's progress and monitor key milestones, critical path activities and changes to baseline in line with the approved process.
 - Analyses critical path activities and provides all possible mitigation efforts to minimise impacts.
 - Provide recommendations for continuous improvement to the PMO around schedule integrity and related processes, including schedule maintenance, resource utilisation and risk management.
- Responsible for the delivery of PMO activities throughout the life of the program
 - Working closely with workstreams during stand ups, review meetings and vendor interactions to capture all aspects of the deliverables, progress and identify potential risks.
 - Maintenance of Risks & Issues register
 - Working with other senior team members to provide your insights and collaborate with others to deliver a high-quality solution.
 - Prepare reports, proposals, submissions and briefing papers for program initiation, implementation and completion.
 - Maintain schedule baselines in line with an agreed change governance process.
 - Facilitate weekly plan/ dependency meeting with the Program leadership team to develop and update the project master schedule through the identification of relationships between key activities and milestones and a logical sequence through precedence diagramming and dependency determination
- Ensuring transparency in reporting, building strong stakeholder relationships and implementing rigorous program management and control disciplines which will enable you to meet the expectations of the Steering Committee
 - Working with other senior program team members to provide your insights and collaborate with others to deliver up to date management information.
 - Compiles regular program reports and dashboards and verifies compliance against corporate guidelines and templates
- Engage with the implementation partner and 3rd party suppliers on PMO aspects of the program
 - Maintain a productive working relationship with internal and external stakeholders
 - Collaborating with internal and external support-teams to ensure the timely delivery of the program
- Provide quality management throughout the program, ensuring that relative to the triple constraints of time, cost and quality, quality is not forfeited in relation to meeting the needs of end users
 - Ensure that service definitions, levels and targets are appropriate, agreed with stakeholders and that they are delivered

- Develop and maintain frameworks and metrics to measure the success of the program
- Manage risks, including updating of the program risk management register and ensuring that mitigation measures are actioned / escalated as required
- Any other duties as reasonably directed by Program Management and 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 Program Management Office Lead, HCMS.

SELECTION CRITERIA

- Proven experience, knowledge and expertise working in a similar role
- Extensive experience scheduling in MS Project in complex ICT programs
- Practical experience with maintenance/administration of Jira and Confluence
- Proven ability to generate regular reporting and governance materials to all levels of stakeholders
- Experience with maintaining and progressing schedules and extracting necessary data from busy professionals, using strong interpersonal skills
- Experience in various Project Management methodologies and commitment to a disciplined project management approach
- Ability to work autonomously and be self-motivated, combined with a high level of initiative, drive and enthusiasm. Strong work ethics 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

- Previous experience on a HCMS, Payroll or ERP program.

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](#) for further information and points of contact if you require additional support.

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