POSITION DESCRIPTION

Position Title: Senior Program Manager
Organisation Unit: Strategic Program Office
Type of Employment: Fixed-Term, Full Time
Classification: Hew Level 10A

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 about the SPO may be accessed on the web site at https://coo.uq.edu.au/operational-areas/strategic-program-office

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

Working with the Director, Strategic Programs Office, the Senior Program Manager is responsible for the planning and coordination of transformative projects and initiative, which are aligned with, and fundamental for, the successful deployment of the University Strategy.

Applying the fit for purpose methodologies and tools in the planning and coordination of strategic projects and initiatives, the Senior Program Manager will co-ordinate and oversee a program and series of projects and initiatives in support of the University’s transformation and change agenda.

The Senior Program Manager utilises their close collaborative working relationships across the University, including with the Vice Chancellor’s executive team, Executive Deans,
Faculty Executive Managers and Heads of Central Divisions, to achieve success in the position.

**Duties**

Duties and responsibilities include, but are not limited to:

**Program and Project Co-ordination**

- Co-ordinate and support projects and programs within the jurisdiction of the Strategic Program Office.
- Co-ordinate program and project meetings (including team meetings, Steering Group meetings, Stakeholder workshops, events and other activities) as required.
- Maintain program plan and schedule in conjunction with the project manager(s) responsible for project delivery.
- Coordinate program and project reports, including financial reporting, in line with project methodologies, templates and organisational structures.
- Administer and organise project documents to ensure tracking, activity status and version control.
- Participate in other program and project activities, including: supporting change and communications, resourcing, recruitment and/or finance.
- Prepare agendas and pro-actively manage attendees so that they are appropriately briefed and to ensure attendance.
- Take minutes and action items for meetings and ensure timely turnaround for review and distribution.
- Perform project steering group secretariat duties, including communications and engagement with executive level stakeholders.
- Work constructively with project support staff to support activities within the program.

**Culture, communication, and change**

- Provide effective program management leadership;
- Foster and embed a continuous improvement culture;
- Develop and implement a communication and stakeholder engagement strategy.

**Resources and risk mitigation**

- Lead resolution of issues that may negatively impact the program or project, including resource constraints and priority conflicts;
• Manage risk register and lead reporting of program risks and resolution actions; identify thematic issues and dependencies across the program/project and ensure reporting to appropriate governance forum;

• Ensure that identified and emerging risks are appropriately managed; putting strategies in place for risk mitigation to ensure successful implementation of the program;

• Co-ordinate and ensure timely reporting on all aspects of the program including resources, budget and schedule.

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 Director, Strategic Program Office.

SELECTION CRITERIA

Essential
• Postgraduate qualifications and extensive relevant experience; or an equivalent combination of relevant experience and/or education/training

• Substantial relevant experience and a track record of executing and delivering strategic programs in similar large and complex organisations with measurable outcomes

• Ability to evaluate and interpret complex data, apply rigorous logic and sound business judgement and integrated thinking in improving processes and providing solutions

• Highly developed interpersonal skills, with the ability to foster strong collaborative relationships and stakeholder engagement at all levels

• Expert communication, influencing and negotiating skills with demonstrated experience of engaging effectively with stakeholders in a complex environment.

• Demonstrated experience with financial reporting, tracking and administration of project budgets, and forecasts.
• Demonstrated experience with administration of invoices and purchase orders, including closure activities at end of period and end of year.

• Demonstrated experience with contract administration including resource/HR contracts and vendor/service contracts and statements of work

• Some project scheduling capability.

• Experience with leading and managing small teams in an operational or project context.

• An understanding of project methodology and/or frameworks.

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