Position Description

<table>
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<tr>
<th>Title: Manager, Robotics Process Automation</th>
<th>HEW Level: Evaluated HEW 9</th>
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<tbody>
<tr>
<td>Faculty/Office: People and Services</td>
<td>Position Number:</td>
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<tr>
<td>Department/Team: Information Technology</td>
<td>Date: July 2020</td>
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**Position Purpose:** To conduct end-to-end investigation, analysis, review and re-design of processes and reporting to validate opportunities, associated benefits and savings from the realisation of RPA efficiencies and savings across the University.

**ORGANISATIONAL CONTEXT**

Macquarie University Information Technology embraces the university mission to be bold, distinctive, progressive and transformational.

Information Technology is a trusted business partner with an ethos of service but not subservience, and we pride ourselves in the application of a strong collaborative partnership approach to transformation across the University.

We strive for the efficient provision of commoditised services to better support the areas where we should be unique across the education, research and health portfolios within the University.

The Information Technology Program Management Office provides greater senior level project governance capacity and capability to ensure successful project delivery and benefits realisation.

The Robotics Process Automation (RPA) project builds on early successful RPA work conducted within Macquarie International. This position will be responsible for managing further RPA development work within Macquarie including establishing further proof of concepts, identifying and assessing opportunities, associated benefits and savings and the realisation of RPA efficiencies and savings across the University.

**ORGANISATION CHART**

[Diagram of organisational structure]
## KEY ACCOUNTABILITIES

- Manage and oversee overall delivery of robotic process automation capabilities as it aligns with University strategies related to professional services transformation.
- Responsible for the design, development, configuration, and testing of RPA applications.
- Assess potential University processes and determine feasibility for automation while identifying organisational outcomes that need to be achieved through automation.
- Investigate and identify opportunities to integrate functions and processes within the international operations teams, questioning and challenging the status quo to identify opportunities for process improvements and automation.
- Implement major system integration, process improvement, RPA and automation
- Manage the work of external contractors and consultants who contribute to elements of the project.
- Develop and implement a talent development plan in alignment with functional departments to facilitate staff performance management.
- Lead and manage RPA initiatives ensuring key stakeholders are involved to secure project success, including:
  - Completing process mapping exercises & workflow design utilising multiple disparate data sources
  - Managing stakeholders’ expectations, coaching team-members and ensuring timeliness and quality of deliverables
  - Liaising with impacted areas including MQ IT, Business Intelligence and the relevant business units involved in the RPA transformation areas.
- Oversee the work of systems and automation specialist officers who manage the day-to-day operation of automation solutions and who maintain and update business systems
- Comply with relevant EEO and WHS regulations
- Perform any other duties as required and appropriate for this classification.

## POSITION CONTEXT

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<tr>
<th>Reports to:</th>
<th>Associate Director, IT PMO</th>
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<tbody>
<tr>
<td>Positions Reporting to:</td>
<td>Direct: 1 (Robotics Process Automation Analyst) Indirect: nil</td>
</tr>
<tr>
<td>Key Direct Clients:</td>
<td>Business units, their staff, clients, students and representatives External vendors and contractors</td>
</tr>
<tr>
<td>Other Key Relationships</td>
<td>IT Staff Finance and HR Partners Institutional Partners Other external contacts</td>
</tr>
<tr>
<td>Budget Accountability:</td>
<td>N/A</td>
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<tr>
<td>Role-specific Conditions:</td>
<td>N/A</td>
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<tr>
<td>Scope and autonomy</td>
<td>Develops and/or modified organisation wide policies or manages specialised projects which require a high level of interpretation and subject matter expertise.</td>
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<tr>
<td>Problem solving</td>
<td>Regularly develops and modifies organisation wide policies to identify, develop and implement new initiatives, processes and programs which impact at a University wide level or within an area of specialisation.</td>
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## CAPABILITY FRAMEWORK

Capability Frameworks describe the behaviours, skills, attributes and experience required to successfully perform a position or group of similar positions.

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<tr>
<th>COMPETENCIES</th>
<th>ATTRIBUTES</th>
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<tr>
<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<tr>
<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Communication</strong>: Effectively articulates key messages, both verbally and in writing, adapting to suit context and audience.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<td><strong>Service Focus</strong>: Making students, staff, alumni and other key contacts and their needs a priority.</td>
<td><strong>Resilience</strong>: Dealing effectively with and recovering quickly from setbacks or pressure.</td>
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<td><strong>Relationship Management</strong>: Establishing effective working relationships with others.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals.</td>
<td><strong>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<tr>
<td><strong>Perseverance</strong>:</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</td>
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<tr>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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### REQUIRED KNOWLEDGE

Qualifications, technical and/or professional skills and information needed from day one for successful performance.

A relevant postgraduate tertiary qualification and/or extensive experience or an equivalent level of knowledge gained through any combination of education, training and experience.

Advanced understanding of business analysis domain and knowledge of tools, methods and communication techniques to extract, develop, validate and document business requirements in an agile format.

Design, build and deliver complex business solutions.

Ability to analyse and interpret business needs and processes and translate to documentation for both a business and technical audience.

Understanding of the international higher education market and its diverse operational background.

Knowledge of Commonwealth policy and legislation as it applies to international education.

### ACQUIRED KNOWLEDGE

Organisational and/or professional skills and information to be developed within the first 3 to 6 months in the role for successful performance.

- Knowledge of IT and Macquarie International’s functions and structure.
- Knowledge of IT and Macquarie International’s policies, systems, processes and procedures.
- Understanding the external market/context relevant to their areas of expertise/specialisation
- Knowledge of how the University works and how relevant functions across the University interrelate.

### KEY EXPERIENCES

Practical experiences and exposure to specific environments or activities related to successful performance.

- Extensive experience working at a Business Analyst level or above.
- Experience in automation software in a higher education context preferred
- Experience in the development of test strategies, test plans and test cases highly regarded.
- Proven strong analytical and problem-solving skills, with the ability to use innovative thinking when developing a robust approach or finding solutions to problems.
- Analysing or reviewing business processes and policies for the purpose of improving or developing new or existing services, procedures and/or policies.
- High-level stakeholder engagement and management capability, able to bring together divergent views and create clarity around business priorities.
- Extensive experience in developing and managing relationships with a diverse range of stakeholders at all levels of an organisation.