Position Description

Title: Portfolio Operations Team Leader
HEW Level: 7

Faculty/Office: DVC Engagement (DVC E)
Position Number: 

Department/Team: Office of DVC E
Date: November 2018

Position Purpose: To manage a portfolio-wide Administrative team, and develop and realise cross-functional project team support requirements for key strategic DVC E projects.

ORGANISATIONAL CONTEXT

The Office of the DVC E is accountable for achieving the strategic goals for the University with regard to corporate engagement, advancement and the Macquarie University brand.

The portfolio includes:

- Group Marketing who manage and promote the University's brand, reputation and achievements. It supports the University in delivering programs that differentiate the University’s brand and drive growth in our domestic and international market across all student cohorts.
- The Office of Advancement who lead and support the University’s fundraising and alumni relations endeavours.
- Corporate Engagement who identify, develop and grow relationships with local, national and international corporate partners to support University goals. This includes leading the Macquarie Park Innovation District
- Future Students who develop and implement strategies and initiatives aimed at attracting and converting domestic undergraduate and postgraduate coursework students.
- Macquarie University Incubator who lead incubation and entrepreneurship.
### KEY ACCOUNTABILITIES

- Lead the DVC E Administration team, to provide consolidated and high-quality administrative support across the portfolio.
- Manage the identification and coordination of operational and technical support needs required by cross functional project teams to enable project delivery.
- In collaboration with the Executive Manager, develop and implement a model of project management and administrative support for cross functional teams.
- Liaise with the DVC E Leadership team to ensure effective workload distribution within the Administration team and appropriate levels of support is provided across the portfolio.
- Liaise with the DVC E Leadership team to develop a DVC E cross-functional project plan to drive the delivery of portfolio strategic priorities.
- Develop and implement systems for cross functional project teams to ensure that milestones, budgets and performance indicators are met.
- Manage and coach the engagement portfolio administration team to develop a culture of high performance, continuous improvement and customer service.
- Build relationships and influence internal stakeholders to support the continuous improvement of portfolio administration.
- Manage the Administration team to ensure effective risk management and compliance requirements are met.
- Manage portfolio wide administration budget.
- Comply with relevant EEO and WHS regulations.
- Perform any other duties as required and appropriate for this classification.

### POSITION CONTEXT

| Reports to: | Executive Manager |
| Positions Reporting to: | Direct: 8  
Indirect: NIL |
| Key Direct Clients: |  
- Deputy Vice-Chancellor, Engagement  
- Executive Manager, DVC E  
- Executive Assistant, DVC E  
- Director of Operations, Advancement  
- Executive Director, Corporate Engagement  
- Executive Director, Future Students  
- Executive Director, Group Marketing |
| Other Key Relationships: |  
- DVC E leadership team  
- Property  
- IT  
- HR  
- Finance  
- External bodies |
<p>| Budget Accountability: | TBC |
| Role-specific Conditions: | NA |
| Scope and autonomy: | Develops and/or modifies programs, processes, systems and/or policies that may impact University-wide projects, process improvements and/or initiatives. |
| Problem solving: | Analyses, designs and develops a range of alternatives and then uses expertise to decide on or recommend the best course of action. |</p>
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<tr>
<th>COMPETENCIES</th>
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<tr>
<td><strong>Analysis and Judgement</strong>: Evaluating information and data to solve problems and make decisions.</td>
<td><strong>Perseverance</strong>: Persevering despite obstacles to ensure tasks are completed.</td>
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<td><strong>Planning and Execution</strong>: Managing time and resources to complete tasks and achieve objectives.</td>
<td><strong>Assertiveness</strong>: Being willing to openly express ideas and opinions and justify these when questioned.</td>
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<td><strong>Organisational Agility</strong>: Navigating the University's systems and structures to achieve objectives.</td>
<td><strong>Flexibility</strong>: Responding effectively to unexpected or changing circumstances.</td>
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<td><strong>Change Focus</strong>: Adapting to new situations and dealing with change.</td>
<td><strong>Reliability</strong>: Meeting commitments and responsibilities.</td>
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<td><strong>Quality Focus</strong>: Ensuring accuracy and quality when completing tasks.</td>
<td><strong>Interpersonal Impact</strong>: Making a positive impression on others in a range of interpersonal contexts.</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>Initiative</strong>: Taking action, on own accord, to address problems and prevent them from reoccurring.</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>Creativity</strong>: Questioning the status quo and suggesting non-traditional or original ideas and solutions.</td>
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<td><strong>Improvement Focus</strong>: Finding better ways of completing tasks or solving problems.</td>
<td><strong>Accountability</strong>: Assuming responsibility for making decisions and delivering agreed outcomes.</td>
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<td><strong>Teamwork</strong>: Working in collaboration with others to achieve shared goals.</td>
<td><strong>Integrity</strong>: Maintaining confidentiality, discretion and professionalism.</td>
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### REQUIRED KNOWLEDGE
Qualifications, technical and/or professional skills and information needed from day one for successful performance.

- A degree in a relevant discipline and experience and/or equivalent qualifications and experience.
- Knowledge of the higher education/university sector.
- Extensive knowledge of project management principles and practices.
- Understanding of budget principles and processes.
- Computer skills, including project management software.

### 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 DVC E’s functions and structure.
- Knowledge of DVC E’s portfolio and relevant University systems, policies, processes and procedures.
- Knowledge of how the University works and how relevant functions across the University interrelate.
- Understanding the external market/context within which the University operates.

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

- Developing relationships and positive management of a diverse group of stakeholders.
- Developing and implementing improved processes, procedures or systems.
- Managing complex projects with multiple stakeholder groups.
- Developing and improving systems to support efficiencies to enhance productivity and accuracy.
- Communicating complex policies, procedures and guidelines in a straightforward manner to a range of stakeholders in a variety of mediums.
- Managing risk, compliance and reporting requirements.
- Experience extracting and analysing data from multiple sources and developing reports/recommendations for a range of audiences or to support strategic decision-making.
- Influencing key stakeholders to deliver successful outcomes.
- Leading and developing a high performing service team.