Position Description

College/Division: Services Portfolio
Faculty/School/Centre: Office of the Chief Operating Officer
Department/Unit:
Position Title: Manager, Operations (Services Portfolio)
Classification: Senior Manager 1
Position No:
Responsible to: Chief of Staff, Office of the Chief Operating Officer
Number of positions that report to this role:
Delegation(s) Assigned: D4

PURPOSE STATEMENT:
The Manager, Operations (Service Portfolio) supports the financial processes, oversight of management of commercial contracts, and business operations within the Office of the Chief Operation Officer (COO) within Service Portfolio. The Manager, Operations will assist the Chief of Staff and work with Service Directors on portfolio budget processes, financial monitoring and managing significant commercial contract and services arrangements within the Portfolio. The Manager, Operations will provide strategic organisational advice and support to the Portfolio leadership team.

KEY ACCOUNTABILITY AREAS:
Position Dimension & Relationships:
The Manager, Operations (Service Portfolio) will report to the Chief of Staff (Service Portfolio) and will have responsibilities relating to the coordination and management of the financial processes, commercial activities, procurement activities, monitoring of business processes and business continuity planning within the Portfolio as well as managing portfolio budget processes. They will provide strategic advice, leadership and support for complex commercial contract management matters across the Portfolio. The Manager, Operations will develop and maintain strong working relationships within the Portfolio, with internal stakeholders, predominantly Corporate Governance and Risk Office, Facilities and Services, Workplace Environment Group, Financial and Business Services, the ANU Legal Office, and with external stakeholders and partners. Critically important to the success of the position is building strong working relationships with internal and external stakeholders. The Manager is responsible for development and implementation of the business strategy and service delivery framework for the Portfolio. The Manager will lead development and delivery of effective contract management to ensure commercial partners deliver the required services and meet their obligations in a way that supports the Portfolio and the University community to meet our strategic objectives.

Role Statement:
Under broad direction, the Manager, Operations (Service Portfolio) will:
1. Develop and evaluate business operations and arrangements across all Divisions within the Portfolio to ensure alignment with ANU policies and procedures, compliance with regulatory and legislative requirements and improve quality of business processes across the Portfolio.
2. Contribute to strategic planning activities of the Portfolio, including budget planning and monitoring, in collaboration with other areas of the University.
3. Provide effective business operations support to the Portfolio leadership team, including leading engagement in ANU business continuity planning, portfolio risk registers, financial reporting and auditing of quality and effectiveness of business operations across the Portfolio in line with service delivery principles.
4. Provide leadership, strategic and expert advice and support to stakeholders in the development and implementation of Portfolio procurement activities, contract negotiation and management strategies, ensuring relevant consultation with all stakeholders. This leadership role includes documentation and execution of procurement and contracts, negotiation and co-ordination of contract review and renewal processes, facilitating regular contractor and key partner meetings and evaluation of contract management quality and outcomes.

5. Support the Service Division Directors to be aware of fulfil their portfolio obligations. This includes developing a portfolio communication strategy, and implementing effective internal reporting and planning functions, compliance, monitoring and reporting tools within the Portfolio. It also includes development and implementation of protocols and tools to ensure data integrity, data accuracy and the timely resolution of contract management issues to ensure all objectives, deliverables and deadlines are met for portfolio obligations.

6. Undertake other duties as required consistent with the classification of this position.

7. Comply with all ANU policies and procedures, and in particular those relating to work health and safety and equal opportunity.

**SELECTION CRITERIA:**

1. Relevant postgraduate qualifications and demonstrated extensive experience in commercial contract and operational management in a complex organisation, or an equivalent combination of relevant experience and qualifications/training. Demonstrated experience in managing commercial negotiations, risk and project management will be highly regarded.

2. Experience in managing a large and diverse portfolio in a highly regulated environment, including a comprehensive understanding of operating expense budgets and their application in the operation of a large development.

3. Demonstrated strategic advice and planning skills and proven high level analytical, problem-solving and decision-making skills to support senior management, including experience analysing data from multiple sources, making strategic recommendations and taking innovative approaches with outstanding results.

4. Demonstrated relationship management skills with extensive experience in working with a wide range of internal and external stakeholders to understand, cater for, and grow sustainable contractual partnerships and business opportunities that meet the needs of the diverse services across the Portfolio.

5. Demonstrated leadership and people management skills in a culturally diverse environment, with a demonstrated ability to manage up, coach and mentor staff, to prioritise workloads and to lead teams to deliver on challenging objectives on budget and in a timely manner.

6. Demonstrated high level of customer service, interpersonal and consultation skills with demonstrated effective communication skills. This includes the development of comprehensive written documentation and reports.

7. Demonstrated high level computer skills with experience using online data management systems and proficiency using the MSOffice suite. Advanced skills in Excel will be highly regarded.

8. A demonstrated high-level of understanding of equal opportunity principles and occupational health and safety and a commitment to their application in a university context.

*The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.*

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**References:**

- Professional Staff Classification Descriptors
- Academic Minimum Standards

For assistance please contact HR Division Ph. 6125 3346