POSITION DESCRIPTION

MANAGER, GOVERNANCE & ASSURANCE

POSITION LEVEL
Senior Manager

FACULTY/DIVISION
Division of Operations

POSITION NUMBER
ADMIN ONLY

ORIGINAL DOCUMENT CREATION
February 2021

POSITION SUMMARY

Quality assurance plays a crucial role for UNSW by ensuring that our projects meet acceptable quality, risk and compliance thresholds. The primary purpose of the Manager, Governance & Assurance is to maximise quality and minimise the cost of the IT project portfolio through assuring delivery teams leverage best practice methodologies and align with UNSW’s governance pathways and technology quality standards.

This role exercises substantial personal responsibility and autonomy to meet given objectives and processes and works within a clear framework of accountability.

The Manager, Governance & Assurance influences project delivery team, IT Directors, suppliers and partners at account level and has responsibility of guiding and influencing teams to meet agreed governance and quality requirements.

A key responsibility is to consult and liaise with the University Planning Office (UPO) to ensure that project delivery is undertaken in a co-operative manner with University processes. This role provides insight for actions and decisions which influence the success of IT projects, service delivery and team objectives. Collaborates regularly with delivery teams, IT PPMO and UPO teams, and engages with them to ensure that business case outcomes are being met throughout. Work includes a broad range of complex technical or professional activities, and investigates, defines and resolves complex issues.

The incumbent has a thorough understanding of recognised IT industry and assurance specialist bodies of knowledge, actively maintains own knowledge and can apply knowledge effectively in unfamiliar situations. They will maintain an awareness of developing practices and their application, take responsibility for driving own development and support the development of team.

This position will report to the Director, Strategy, Architecture and Portfolio and has two direct reports, Assurance Specialist and Scheduling Master.
ACCOUNTABILITIES

Specific accountabilities for this role include:

- Develop and execute a holistic, risk-based quality assurance plan for the IT portfolio, assuring:
  - IT Delivery leads and sponsors adhere to UNSW and IT funding governance pathways.
  - Funding documentation is fit-for-purpose.
  - Appropriate governance (right forums and membership) is established for IT projects and meetings are working effectively.
  - A tailored approach for phase artefacts and templates is applied to IT projects, inclusive of IT quality standards (testing, security, data, architecture).
  - Project reporting clearly articulates the current progress of the project against the original plan, is holistic (issues, risks, budget, schedule, outcomes and overall project health) and is consistently reported at all forums.

- Oversee, lead and coach an assurance team who carry out project assurance reviews at different stages of delivery; provide actionable insights and follow-up support as required.

- Provide expert advice on technical aspects of system development and integration to ensure that relevant technical strategies, policies, standards and practices (including security) are applied correctly.

- Proactively identify and escalate potential risks and ensure security is appropriately addressed. Manage the development of risk management plans, establishment of risk controls and performance of risk mitigation activities.

- Build effective working relationship with senior internal and external stakeholders to develop innovative solutions that meet business needs.

- Provide organisational leadership. Develop, manage and engage teams, drive a strong customer centric culture and healthy engagement within the organisation.

- Promote a culture of process and continuous improvement, championing professional standards, innovation and professional method.

- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.

- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others.

SKILLS AND EXPERIENCE

- Tertiary qualifications in a relevant field and significant experience in an IT Project Assurance role, or as a PMO professional/Project Manager using a formal Project Management methodology.

- Proven experience identifying weaknesses in governance and quality frameworks and providing advice for taking remedial action.

- Strong and effective ability to lead and coach delivery teams to ensure quality outcomes are delivered.

- Strong negotiation and problem-solving skills with demonstrated capacity to exercise initiative, flexibility and to be proactive in respect of objectives and project financial management.
- Proven leadership and effective people management skills, with experience in building effective / high performance teams along with developing and retaining staff.
- Strong interpersonal, communication and negotiation skills with ability to develop effective relationships and influence key senior stakeholders.
- Demonstrated experience in leading with a collaborative approach, and ability to successfully engage stakeholders (IT and business) to establish appropriate governance, assurance and reporting requirements.
- Excellent time management skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.