POSITION DESCRIPTION

Senior Manager, Digital Assessment

Position Summary
The Senior Manager, Digital Assessment is a key leadership position within the Educational Innovation Pillar of the Pro Vice-Chancellor Education & Student Experience. This role will provide strategic and operational leadership across the University in the adoption and transition to business as usual of Inspera as the digital assessment platform for university staff and students as part of the Digital Assessment Program – Platform Initiative (DAPPI). The Inspera platform enables a fundamental shift in enhancing the student experience and positioning UNSW as a sector leader in anytime, anywhere digitally enhanced education.

This role exercises substantial responsibility and autonomy to meet given objectives and processes and works within a clear framework of accountability. Work includes a broad range of complex technical or managerial activities, and investigates, defines and resolves complex issues. To achieve this, role will work in close collaboration with the Senior Change Manager, Digital Assessment and lead, coach and manage a diverse distributed project team for the effective adoption of Inspera, including ensuring service management levels are met within the end-to-end support model delivering the highest level of service to all stakeholders.

The role reports to the Director, Education Delivery and has no direct reports.

Accountabilities
Specific accountabilities for this role include:

- Lead the delivery of the Digital Assessment Program – Platform Initiative (DAPPI) in alignment with the Business Case (deadline December 2023) including adoption and transition to BAU. This requires close collaboration with the Senior Change Manager, Digital Assessment and effective leadership and project delivery, along with ensuring adequate operational resources are identified and allocated/deployed.

- Lead the scoping, costing, quality controls and timeliness of features delivered by Inspera including managing any additional third-party suppliers and business partners in line with UNSW governance pathways.
• Provide leadership and engage distributed project staff assigned to work on the implementation of Inspera across PVCESE, Central Exams and Faculty staff to drive a strong customer centric and delivery culture and healthy engagement within the organisation.

• Oversee the management, review and monitoring of the performance and status of all assigned support groups as these functions are moved from a project footing to business as usual; including establishing new reporting structures and addressing any concerns or issues that may impact on the successful delivery of the Inspera project at the University.

• Develop effective working relationships with internal and external stakeholders to develop capability in the use and adoption of Inspera to meet business/Faculty needs

• Continue expansion of the implementation of courses moving to Inspera, through liaison with Faculty and business stakeholders.

• Through implementation work closely with the Inspera project team lead and the Division of Academic & Student Life (DASL) Director Teaching Strategy.

• Work effectively and productively with the broader Innovation Pillar staff of the Pro Vice-Chancellor Education and Student Experience (PVCESE), Faculties, IT, the Registrar and Student Services (RaSS) to deliver the DAP platform.

• 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

• Relevant tertiary qualifications with substantial relevant experience or equivalent competence gained through any combination of education, training, and experience.

• Extensive experience in delivering effective service management, product ownership or education technology/digital assessment in large scale transformative programs that include changes to people, processes, culture, technology, and operations.

• Extensive experience and demonstrated understanding of working with different project management methodologies and frameworks including a natural inclination for planning strategy, change management, tactics, and decision-making skills.

• Demonstrated experience in Vendor management and procurement in a Software as a Service (SaaS) environment.

• Exceptional leadership, interpersonal, communication negotiating and influencing and problem-solving skills with a strong commitment to providing excellent customer service, including the ability to build, liaise with, support, and maintain effective collaborative professional relationships with UNSW staff and external stakeholders

• Significant leadership and people management skills with demonstrated success in developing and fostering teamwork in ambiguous environments and contributing positively as a senior team member to enable and ensure the achievement of organisational and program goals.

• Acute business acumen and understanding of organizational issues and challenges.

• An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
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.