Manager, Student Information Systems (Projects)

Position Summary

The Manager, Student Information Systems (Projects) role sits within the Student Systems and Projects team of the Registrar and Student Services portfolio. The Manager SIS Projects is responsible for curating and developing the pipeline of prioritised strategic projects, and the effective and efficient business delivery aspects of those approved projects, for the Registrar and Student Services portfolio (RaSS).

The incumbent is expected to provide expert support in project and portfolio definition and spend approximately 50% of their time supporting strategic planning and definition activities, whilst the other 50% will be on team management and actively working within projects themselves.

This role, in conjunction with the other key stakeholders, will be responsible for raising the overall maturity and quality of RaSS’s project delivery practice by continually refining and improving the processes, standards, and practices as well as growing the capability for both the internal and contingent workforce of Student Systems and Projects unit (SSaP) within RaSS.

The Manager SIS Projects reports to the Head, Student Systems and Projects and has no direct reports.

Accountabilities

Specific accountabilities for this role include:
• Lead assigned project functions including funding proposal and business case preparation, business project planning and forecasting, and other key activities to support effective business project delivery and benefit realisation.

• Represent the business and lead project delivery ensuring projects meet approved milestones and benefits are fully realised.

• Build and grow the capability of the SSaP unit to support high quality project delivery.

• Provide accurate information and data on the progress and performance of projects, particularly for Steering Committee and other governance forums.

• Engage in a systematic and integrated way to share information with internal and external stakeholders, to shape strategy and deliver long term sustainable improvements to in-scope systems and processes that ensures UNSW is well placed to meet changing demands and priorities.

• Support the strategic development of the portfolio and pipeline to align with and support RaSS’s strategic direction and adopt a business-like and student centric culture.

• Effectively and proactively identify and manage risks; build continuous review and improvement throughout all elements of planning and delivery.

• Provide recommendations to improve practices and processes that contribute to a culture of continuous process improvement.

• Foster an open, collaborative environment that encourages quality, innovation, ongoing learning and knowledge sharing.

• Support all organisational development activities, modelling expected behaviours to create a healthy workplace culture and engaged workforce.

• Coordinate stakeholders to understand the impacts of change on people, strategy, systems and general business operations.

• Lead in the development of process maps of the current and future state processes using Business Process Modeling Notation (BPMN) or equivalent, using existing templates within the University’s framework, and ensure that the future state process design adheres to design principles.

• Requirement gathering and business analysis for programs of work by drawing upon effective practices.

• Support the change management and training to understand the impacts of changes in business processes, system requirements and functionality.

• 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 and safety of yourself or others.

• Ensure hazards and risks psychosocial and physical are identified and controlled for tasks, projects, and activities that pose a health and safety risk within your area of responsibility.

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

Skills and Experience
• Bachelor’s degree in business, project management or a related field, and has or is pursuing certification in an industry recognised project management methodology, or an equivalent level of knowledge gained through education/training/experience.

• Demonstrated experience with business requirements analysis and business process analysis using the appropriate frameworks.

• Experience identifying and mapping current state processes and creating future state business processes.

• Demonstrated experience in applying lean six sigma, or equivalent, principles (Certification desirable).

• Advanced skills in the use of standard office toolsets including spreadsheets, drawing/diagramming tools (such as Excel, PowerPoint, Word and Viso).

• Excellent analytical skills and problem-solving skills to critically evaluate information gathered from multiple sources.

• Proven ability to reconcile conflicts, decompose high level information into more detail and the ability to abstract from low level information to a more general understanding.

• Excellent organisational skills and attention to detail to create accurate reports.

• Demonstrated success in developing and maintaining excellent professional working relationships with stakeholders to develop trust and confidence in business process improvement initiatives.

• Effective written and oral communication skills with proven facilitation skills (workshops with diverse groups).

• Strong time management and organisational skills to respond to changing priorities, manage multiple tasks and deliver according to project timeframes.

• A sound knowledge and understanding of business processes and core student administration systems within a tertiary education environment, as well as change management principles, would be highly advantageous.

• 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

Pre-employment checks required for this position

• Verification of qualifications

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.