HEAD OF OPERATIONS

Position Summary

The Division of Planning and Assurance at UNSW was established in July 2020 and combines the functions of Legal, Governance, Compliance, Records, Archives, Risk, Safety, and Internal Audit. The Division is dedicated to supporting the University to achieve the goals in Strategy 2025 through the provision of relevant and effective planning and assurance functions.

The Head Of Operations plays an integral role within the Division in providing dedicated and strategic executive support between the Deputy Vice Chancellor Planning & Assurance, Divisional Leaders and key stakeholders.

The role is responsible for ensuring effective governance and procedures are in place for the efficient management and operation of the Division. This includes building and maintaining a high level of internal and external stakeholder engagement, managing divisional governance and compliance, and leading a team to support the achievement of the Division’s strategic and operational objectives. The team will ensure that all units within the Division are supported and will manage the administration for the Division ensuring that the culture, reporting, governance, human resources, IT, finance, estate management and health and safety performance targets for the Division are met and that strategic initiatives are progressing in line with agreed milestones and investment.

The role of Head of Operations reports to the Deputy Vice Chancellor Planning & Assurance and has two direct reports.

Accountabilities

Specific accountabilities for this role include:

- Build collaborative relationships and maintain a high level of stakeholder engagement and understanding across the Division to ensure internal units are aligned and supported in achieving the Division’s strategic and operational activities.
• Manage all divisional communications, ensuring internal units are kept abreast of relevant changes. Coordinate relevant consultations within the Division and across the University ensuring a divisional or institutional response is accurately communicated and any external deadlines are met.

• Build relationships and maintain a high level of stakeholder engagement and understanding across the University, particularly with Faculties, to align initiatives with divisional and S25+ priorities and ensure information on purpose, progress, and outcomes are communicated.

• Lead and manage the Division's corporate and compliance functions including, but not limited to Governance reporting and management, Human Resource management, health and safety, risk, change management and communications. Ensure all divisional reports and submissions are comprehensive, accurate, and timely.

• Research and prepare strategic advice, information and reports on diverse and complex policy, planning and operational matters to facilitate informed decision making and planning for the Division.

• Manage divisional strategic projects and initiatives, any other duties and project support, as prioritised and directed by the Deputy Vice-Chancellor, Planning & Assurance to support the smooth operation of the Division.

• Use superior interpersonal communication skills to anticipate the requirements of the Deputy Vice Chancellor Planning & Assurance to maintain executive stakeholder relationships, while exercising discretion and confidentiality.

• Build a successful, high performing team ensuring a respectful working environment which supports the development of staff.

• Manage ad-hoc projects aligned with the Division.

• 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 and safety of yourself or others.

**Skills and Experience**

• Relevant tertiary qualification with subsequent relevant experience or equivalent competence gained through another combination of education, training and experience.

• Proven skills and experience in strategic and resource planning, goal setting and project management. Within the higher education sector is desirable

• Demonstrated success designing and delivering strategies, programs and initiatives.

• Ability to lead, motivate and train team members, to establish priorities and manage competing deadlines for self and others

• Excellent consultation, influencing and negotiation skills and proven ability to engage effectively with diverse internal and external stakeholders

• Superior written and verbal communication skills, with a high level of attention to detail for deliverables produced
High level organisational skills with proven ability to deal with multiple tasks, establish priorities and meet deadlines.

Advanced level of computer literacy, working with a range of computer systems and applications, including

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.