



Make
it matter.

POSITION DESCRIPTION

Director, Portfolio Delivery

Faculty/Division

Classification Level

Hours & Span (Category)

Position number

Shiftwork status

Allowances

On call arrangements

Original document creation

Division of Operations

Professional TFR

G - Administrative, Clerical, Computing, Professional & Research Staff

ADMIN ONLY

NOT SHIFTWORKER

NOT APPLICABLE

NOT APPLICABLE

20 September 2024

Position Summary

UNSW IT is part of the Operations Division at UNSW. The IT team at UNSW plays a critical role in enabling the University's teaching, research and industry engagement. Our priorities are to drive innovative technology architectures and be a trusted advisor and service partner to the University to enable its ambitious digital aspirations.

This role has responsibility for overseeing the planning, delivery and monitoring of the programs and projects and related portfolio services that make up the University's technology and digital strategies.

As part of this responsibility, the role will be responsible for establishing and maintaining a body of knowledge and best practice disciplines for IT project management and driving their use for IT projects across UNSW. This will be done in line with relevant guidance from the Enterprise Project Management Office (EPMO). Importantly it retains a focus on portfolio management and the associated emphasis on managing to outcomes and actively resolving delivery issues.

This role leads four teams including IT Project Management Office (ITPMO), IT Project Governance & Assurance, IT Testing Services, and IT Vendor & Commercial, as well as running the recruitment processes that source those resources. The role needs to work closely with peer Directors across UNSW IT to:

- support their accountabilities in relation to project delivery
- initiate intervention and corrective action where required with appropriate consensus-based decision making and;

- Drive practice adoption right across the University

In undertaking these responsibilities, the role will be responsible for the Portfolio and Project Management within UNSW IT and has 5 direct reports: the Head of Portfolio & Projects, the Head of Delivery, the Head of Testing, the Head of Quality and Assurance, and the Head of Vendor & Commercial.

Accountabilities

Specific accountabilities for this role include:

- Manage the project prioritisation frameworks aligned to the strategy
- Manage a rolling three-year masterplan exercise
- Create roadmap artefacts that communicate the IT portfolio plans clearly to stakeholders across the University
- Actively advise the IT Executive Team on the delivery agenda (what, why, when...of projects)
- Support the Deputy CIO in developing and monitoring IT project budgets and forward planning - Analysing financial data, including project budgets, risks, and resource allocation and providing financial reports and budget outlines to Executives.
- Actively advise the IT Executive Team on dependencies and constraints across the portfolio and recommend solutions
- Manage resource scheduling for all resources involved in IT projects, liaising with senior peers across the University as appropriate
- Manage program/project risks and issues – identify and agree on priorities and mitigating actions
- Manage and embed (into delivery teams) the project delivery knowledge repository
- Manage, embed (into delivery teams) and maintain appropriate fit-for-purpose delivery methodologies, tools and templates
- Provide governance oversight to the entire program portfolio including maintaining six IT Portfolio Steering Committees
- Ensure that an appropriate benefits framework is in place and provide timely reporting of benefits realisation
- Manage and provide timely and consistent program/project level reporting
- Manage arrangement with suppliers of Project Delivery Resources and Testers
- Manage the performance of vendors within the Professional Services domain in line with the commercially agreed outcomes and ownership for Strategic Vendor service improvement.
- Manage the resource pool including on-boarding and assist with resource planning
- **Lead an engaged and thriving team**
 - Lead a thriving and effective team - including developing, managing and engaging team members and driving a strong customer centric culture.
 - Lead work to develop and maintain a workforce management plan to grow people and lift skills and capabilities in line with meeting the needs for the delivery of services.
 - Mentor and develop leadership team through clear objectives, excellent feedback, and strong training programs.

- Ensure a culture of continuous improvement, collaboration within the team
- **Lead implementation of UNSWIT's strategy and plans as part of the ITET**
 - Maintain a strong understanding of the Higher Education and relevant industry, building collaborative links with higher education and industry partners to ensure UNSW IT is at the forefront of digital innovation.
 - Proactively contribute to the IT Executive Team to help shape and implement technology strategy, planning and priorities
 - Together with colleagues in the IT Executive Team, lead a culture of collaboration, people centred service and continuous improvement, championing professional standards, innovation and professional method.
- 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.

Skills and Experience

- Demonstrated portfolio leadership experience
- Experience managing and governing the performance of third-party suppliers, ensuring strategic value is realised
- Demonstrated leadership and stakeholder management at senior leadership levels and in complex matrix environments.
- Strong experience leading and motivating a team of senior IT professionals to deliver the key customer requirements in line with the IT service model.
- Solution focused with the ability to demonstrate high levels of negotiation and consultation expertise.
- Demonstrated superior interpersonal and communication skills focusing on customer satisfaction using customer centric approaches to customer management.
- Sound understanding and knowledge of the tertiary education sector, trends and challenges desirable
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) 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.