POSITION DESCRIPTION

Associate Director
Campus Operations

April 2024
Position Summary

College / Division  Student Services & Operations
School / Section  Campus Services
Location  Hobart / Launceston / Burnie / Sydney
Classification  Senior Manager
Reports to  Executive Director Campus Services
Direct reports
Delegation level  Profile C

The Opportunity

The Associate Director Campus Operations will play a pivotal role in managing University spaces and delivery of people-centric services to enhance the experiences of students, staff and the wider community in their interactions with university.

This position is responsible for optimising campus utilisation, overseeing the delivery of essential campus services and engaging with stakeholders to deliver strategies for improved accessibility across the University's campuses. In this position you will manage a team responsible for space planning and campus utilization, and delivering a range of services such as cafes, parking, mail, print, and fleet vehicles.

Leading a high-performing team, the Associate Director will prioritise the development and coaching of individual team members while fostering a culture of continuous improvement and innovation in service delivery. They will oversee the development, implementation, and review of strategic and operational plans, policies, and procedures supporting space planning and utilisation, campus services and property management across the University.

About the University of Tasmania

In 1890, our university was founded with an important purpose: providing our island with the academic excellence to thrive. Today, we continue to make our home a better place. And working together, we do extraordinary things that have global outcomes.

From early on, our role has been to help people flourish and thrive. Isolation and a small population require us to work harder. The stories of our island are told by those needing to solve unique problems in unique ways. Here, success takes a quiet determination and adaptability. In turn, this makes us broader, more rounded, multi-skilled thinkers and creative problem solvers, and it sees our institution generate powerful ideas for and from Tasmania.

Because of our unique setting and challenges we go beyond creating places of learning. We strive to stimulate economic growth, lift literacy, improve health outcomes for Tasmania and nurture our environment as it nurtures us.

We welcome enquiring minds, from near and far, to join us in our pursuit of the extraordinary.
Accountabilities and outcomes

Purpose

- The Associate Director Campus Operations will effectively manage university space and deliver people-centred services to students, staff and the community with a focus on enhancing people’s experience.

Key Result Areas

- Optimise campus space planning and utilisation, ensuring efficient allocation and management of University facilities for academic and community purposes.
- Oversee the delivery of campus services including cafes, parking, mail, print and fleet vehicles with an emphasis on improving staff, student and visitor experiences.
- Engage with a broad range of internal and external stakeholders to develop and implement sustainable and active transport strategies, promoting accessibility across the University’s campuses.
- Manage property and maintenance services ensuring the safety, functionality and aesthetic appeal of University facilities and grounds.
- Oversee appropriate risk management and business continuity strategies for University Campus Services, infrastructure and associated operational services and embed commercial principles in University operations relating to space planning, service delivery and property management.
- Lead, develop and inspire a high performing team environment that encourages professional growth, innovation and a culture of continuous improvement in service delivery.
- Oversee the development, implementation and review of strategic and operational plans, policies, and procedures associated with supporting the existing built infrastructure and new infrastructure developments.

Behavioural Expectations

We aim to everyone to have a positive experience at our university, and all staff contribute toward creating a university culture that is safe and supportive, enabling our community to flourish by:

- Treating all others – staff, students and community with fairness, equity and respect.
- Ensuring the workplace is an inspiring and safe place to be.
- Ensuring the workplace is free from harassment, bullying, victimisation and discrimination.

Success profile

Personal Attributes

- Leadership: Assumes responsibility to make decisions and effectively leads, motivates and inspires people to take action.
- Driven: Takes action and uses initiative to seize opportunites and pursue outstanding results, even when presented with difficulties or setbacks.
- Innovative: Able to produce new ideas and adopt radical solutions. Readily applies theories and concepts to form strategies and navigate future trends.
- Evaluative: Excels at examining information and asking probing questions, documenting facts and interpreting data in an objective manner.
Core Capabilities

- Well Managed Delivery and Performance: Effectively deploys management systems including planning, operational controls, ongoing performance management and reviews, progress and impact measurement and retrospective operational and outcome reviews.
- Student Focus: Able to bring the student experience lens to all work activities, contributing to outcomes that evoke student curiosity, interest and passion for disciplinary knowledge and skills.
- Strategy into Action: Able to set, operationalise and activate strategy into specific actions, timelines and responsibilities to enable the University to deliver on key strategic goals.
- Continuous Improvement: Continuously finds ways to improve and simplify processes, systems and practices to deliver improved outcomes for our students, staff and community by utilising practices such as Lean, Agile and Design Thinking.

Role Specific Skills, Knowledge and Experience

- Demonstrated experience in space planning and utilisation, property management or commercial operations and governance, preferably in an educational or large scale institutional setting.
- Demonstrated leadership skills with a proven ability to coach, develop, motivate and manage diverse teams to deliver exceptional results aligned with a strategic vision.
- Comprehensive understanding of campus services delivery in a higher education setting and the impact of campus services on student, staff and community experience.
- Proven experience in applying well-developed business strategy, analytical, qualitative and conceptual problem-solving skills
- Comfortable with significant stakeholder interaction with a particular interest in building relationships, negotiation and consultation
- A relevant University degree or an equivalent combination of relevant experience and qualifications

Other Requirements

To be eligible for this position, you are required to hold Australian or New Zealand Citizenship, permanent residence or a valid visa that enables you to fulfil the requirements of this role.

COVID-19

The University of Tasmania recognises that this is critical for the workforce at the University to protect the safety of our workforce and vulnerable Tasmanians. Applicants for this role must be prepared to provide evidence of Covid-19 vaccination as a condition of employment.
Learn more

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utas.edu.au

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The intention of this Position Description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties may be altered in accordance with the changing requirements of the position.