



# Position Description

## Lead Technical Project Manager

Student Management Transformation Project

Division of Student Experience

**Classification** Level 10

**Delegation band** [Delegations and Authorisations Policy \(see Section 3\)](#)

**Nature of employment** Fixed Term

**Date last reviewed** Oct 2024



# About Charles Sturt University

## Purpose

The Wiradjuri phrase *yindyamarra winhanganha* means the wisdom of respectfully knowing how to live well in a world worth living in. This phrase represents who we are at Charles Sturt University – our ethos. It comes from traditional Indigenous Australian knowledge, but it also speaks to the vision of the university – to develop and spread wisdom to make the world a better place.

## Vision

Charles Sturt University is set to undergo a decade of great reform that will see the university characterised by these key elements:

- An uncompromising drive towards excellence in every aspect of its operations
- A far-reaching strategic re-positioning of teaching, learning, research, and innovation
- A cementing of our position as Australia’s pre-eminent rural and regional university

The overarching aim is to consolidate our institution so that it is demonstrably more resilient and sustainable by the end of the decade.

## Goals

To deliver on our Purpose and Vision, the university has three key goals:

1. Maintain the university’s position in the top five Australian universities for graduate outcomes based on employment and salary
2. Embed a culture of excellence across all aspects of the university’s operations
3. Exponential growth in research, development, and innovation income in our chosen areas, delivering high impact outcomes for regional Australia

## Our values

Charles Sturt has a proud history and is fortunate to have an outstanding group of diverse, passionate, and engaged people working with us. Our values of insightful, inclusive, impactful, and inspiring guide our behaviours and ways of working to help us achieve our ethos of creating a world worth living in.

## Performance measures

In addition to the principal responsibilities all staff are required to contribute to the success of the university strategy including meeting the eight key university key performance indicators:

<b>Our Students</b>	Commencing Progress Rate Student Experience
<b>Our Research</b>	Research Income Research Quality and Impact
<b>Our People</b>	Engagement All Injury Frequency Rate
<b>Our Social Responsibility</b>	Underlying Operating Result Community and Partner Sentiment



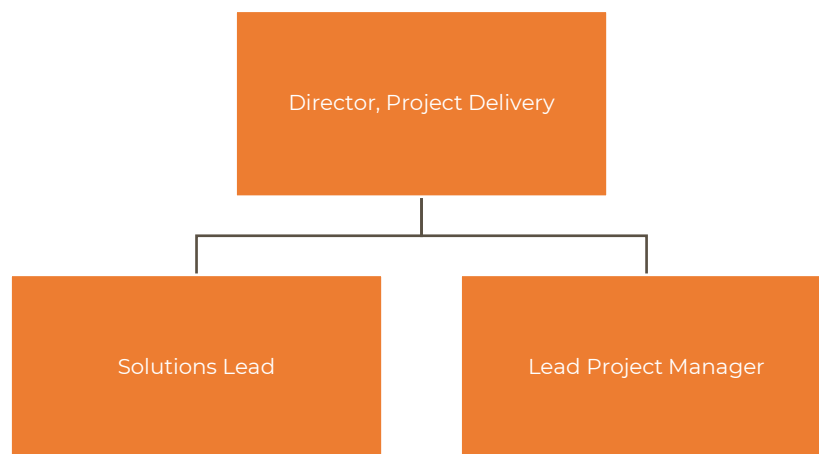
## Division of Student Experience

The Division of Student Experience provides strategic leadership and delivery of innovative non-academic services across the student lifecycle, easing administrative burden and creating engaging and motivating touchpoints for students and stakeholders. The Division works across the University to bring together student experience functions for a seamless and engaging student journey from initial enquiry to becoming a proud alum. Student Experience is the first point of contact for students, advocating for the student voice and ensuring our students are at the centre of our thinking and processes. The Division works closely with the Chief Operating Officer, Deputy Vice Chancellor (Academic) and leaders of divisions, faculties and schools to map, understand and improve the end-to-end student lifecycle and is critical to ensuring that Charles Sturt delivers on its commitment to be Australia's leading regional university.

## Student Management Transformation Project

The Division of Student Experience is embarking on a major business transformation by aligning and implementing a new student management system. This business-led approach will ensure that the student is at the centre of decision-making and that both students and staff benefit from radical process simplification and improvements. The Division is committed to ensuring core technology platforms and their users are connected for holistic and seamless student journeys, maximising interactions with platforms such as learning management and customer relationship management and empowering data-driven decision-making. The student management eco-system will create excellent and compliant student experiences that underpin student study journeys from application to completion, facilitating empathetic responsiveness and ease of transactions.

## Organisational chart





## Reporting relationship

**This position reports to:** Director, Student Management Project Delivery

**This position supervises:** NIL, noting this may change as the project team expands.

## Key working relationships

- Executive Director, Student Experience
- Director, Student Management Project Delivery
- Director, Student Management Business Transformation
- Project Steering Committee and other governance and working groups
- Risk and Compliance
- Members of the SMT Project team
- Key business leads and SMEs across Student Experience, Faculties and other student-facing teams
- Delivery and Technology partners
- Various other stakeholders as appropriate

## Position overview

The Lead Project Manager is a key role supporting the delivery of the Student Management Transformation Project and the realisation of business transformation and tangible benefits resulting from the implementation of a new Student Management System (SMS).

This senior role will provide lead project management and scrum master services for a large and complex implementation. The project team is made up of a number of functional and non-functional squads running in parallel.

The Lead Project Manager will help drive outcomes on a day to day basis supporting the squads by ensuring they have clarity around tasks, visibility of progress and ability to focus on outcomes. This role will work closely with the functional and non-functional Leads to ensure work is planned, structured, estimated and tracked.

This role will work closely with a team of highly experienced business, technical, functional and project management staff promoting a ONE team culture that encourages a creative and innovative working environment focused on solving problems and delivering outcomes.

## Principal responsibilities

- Operate as a Scrum Master for a number of agile squads ensuring appropriate practices and tools are established and utilised.
- Coach and mentor team members, as required, in agile ways of working ensuring there is a consistent approach to delivery across a range of cross-functional teams.
- Contribute to the development and management of detailed project schedules including milestones, deliverables, interdependencies and estimates of effort.
- Coordinate and support team members as they design solutions to address challenging enterprise issues, including facilitating workshops and encouraging a collaborative and innovative approach to solutions design and delivery.



- Lead, plan and manage activities, as required, to support the successful implementation and integration of the TechnologyOne SMS, ensuring they effectively planned, monitored, resourced, controlled, communicated and delivered to agreed timelines and budget.
- Contribute to strategic decision making for the Student Management System Transformation Project, focusing on aligning its operation with the student experience objectives of the university.
- Strategically engage with stakeholders, vendors and partners to ensure optimal project outcomes, fostering university-wide collaboration and support.
- Leadership and/or participation in committee and working groups as required.

## Role-specific capabilities

This section comprises capabilities from the [Charles Sturt Capability Framework](#) identified as essential or critical for success in this role.

<b>Innovative</b>	With creativity at our core, be open to new ideas and seek to find better ways.
<b>Take action</b>	Weigh up risks and make prompt decisions, backing ourselves and each other (delivery of strategies, projects).
<b>Network</b>	Bring people together and build relationships that deliver desired benefits and outcomes.
<b>Apply expertise and technology</b>	Apply, develop and share specialist and detailed technical expertise, understanding other organisational disciplines.
<b>Present and communicate information</b>	Speak clearly and fluently, express opinions, make presentations, respond to an audience, show credibility.
<b>Plan and organise</b>	Set objectives, plan, establish contingencies, manage time, resources and people, monitor progress.

## Physical capabilities

The incumbent may be required to perform the following.

- Work in other environments beyond your base campus, such as other campuses.
- On occasion drive a university vehicle distances up to 500km per day within the terms of the university's [Driver Safety Guidelines](#)
- Perform in an accurate and timely manner push/pull, reaching, grasping, fine manipulation tasks, including lifting items up to 10kg.



## Selection criteria

Applicants are expected to address the selection criteria when applying for this position.

### Essential

- A. Relevant degree, preferably at postgraduate level, with substantial relevant experience or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- B. Extensive experience with leading complex enterprise IT projects including the management of large delivery teams including senior technical experts.
- C. Strong understanding of Agile frameworks such as Scrum with experience facilitating agile project execution and ability to coach and mentor team members in Agile ways of working.
- D. Provide technical expertise and direction to support the Student Management Transformation Project's strategic objectives, ensuring that project deliverables have high impact and are aligned with the university's strategic goals.
- E. Highly developed interpersonal skills, including the ability to communicate, negotiate, influence, and build relationships with a range of stakeholders.
- F. Superior communication skills that include a demonstrated ability to facilitate complex conversations and workshops, gather data and translate output into accessible and meaningful communications.
- G. Proven problem solving and analytical skills, including experience analysing data from multiple sources and making recommendations to inform strategic and operational plans.

### Desirable

- H. Experience working within the University sector.
- I. Experience implementing or managing Student Management Systems.

