

Details

Area	Infrastructure & Digital
Team	Portfolio Delivery
Location	Flexible, all campuses
Classification	SL 1
Manager Title	Program Director, Platforms

Deakin

Deakin is a Victorian university with a global impact. We are agile and innovative, and committed to making a positive impact through our excellence in education and research and the contributions we make to the wider community.

Our reputation has been built on the dedication and expertise of our staff. We offer a dynamic, diverse and inclusive working environment with opportunities to grow and develop careers. We believe that a progressive, thriving culture will ensure people choose to come, and stay at Deakin and contribute to our ongoing success.

As one of Australia's largest universities, Deakin has strong global linkages, world-class research and an education portfolio that blends the best of campus and digital delivery into a highly supportive and personalised student experience.

We offer outstanding education founded on the experience we create for our learners and guided by graduate outcomes for successful lives and careers. We undertake globally significant discovery research that benefits our communities through the innovative translation of our ideas into new services, products, policies and capabilities.

Deakin campuses sit on Wadawurrung, Wurundjeri, and Eastern Maar Countries, and the University acknowledges, values and deeply respects its connection with the Traditional Custodians and Elders past and present of these lands and waterways. Deakin is the most popular university destination in Victoria for Aboriginal and Torres Strait Islander students and has a rich history of supporting the ambitions of First Nations students, including through the NIKERI Institute (formerly the Institute of Koorie Education).

Deakin aspires to be Australia's most progressive university, with the principles of diversity, equity and inclusion underpinning our approach to education, research, employability, digital delivery, innovation, and partnerships for impact. Our vision is for an inclusive environment where we value and celebrate diversity, embrace difference and nurture a connected, safe and respectful community. We want Deakin to be a place where all staff and students feel included and respected for their unique perspectives and talents.

[Strategic Plans – Deakin 2030: Ideas to Impact](#)

[Benefits of working at Deakin](#)

Overview

The Senior Program Manager brings extensive and specialist knowledge of their area of expertise (platforms that underpin physical and/or digital infrastructure) and an understanding of the complexities of the higher education environment. The role is recognised as a principal specialist in cross functional platform initiatives and leads and motivates a team of professionals to collaborate and deliver outstanding advice and services to our customers. The role is likely to have interactions with more senior positions, particularly to resolve differences of view on professional or leadership issues. The role leads the enhancement of practices and methodology (in cloud services, networking, hardware, software and other critical infrastructure components) and recommends solutions to more complex university-wide issues.

This role is focused on enhancing the customer experience through a customer-centric approach by integrating physical and digital infrastructure, projects, and services to deliver seamless, impactful solutions tailored to customer needs. The role ensures that improvements align with the division's and university's strategic goals, balancing innovation with long-term objectives.

The role reports to the Program Director, Platforms and provides advice, generally limited to their area of expertise, on issues of a strategic nature.

The Senior Program Manager will:

- Lead, mentor, and inspire a team of skilled professionals, fostering a collaborative and high-performance work environment. Provide guidance and support to team members in delivering strategic initiatives, ensuring their growth and development.
- Develop and implement strategic initiatives that align with Deakin's goals and future needs. Collaborate with cross-functional teams to identify, plan and deliver projects and initiatives related to the University's cross functional infrastructure platforms.
- Oversee the planning, delivery and analysis of infrastructure platform projects and initiatives, upgrades, integrations and performance enhancements.
- Collaborate closely with various stakeholders and across the University to ensure alignment and successful delivery of initiatives.
- Act as a representative of the Infrastructure & Digital division, providing input and insights into executive-level discussions and decisions.
- Manage, track, and deliver multiple projects ensuring successful delivery of individual projects through the setting of performance targets, goals, objectives and strategies for each, aligned with stakeholder expectations
- Convene and coordinate working groups as required to support the successful outcomes for each project as outlined in the Program plan, ensuring alignment with university program and project governance.

Accountabilities

- Establish benchmarks for team performance while flexibility managing resource limitations and time constraints. Display flexibility in responding to evolving demands. Foster an environment of continuous learning, encouraging team members by assigning responsibilities and tasks that empower them.
- Lead and motivate team members in resolving conflicts. Collaborate with peers from to identify and implement best practice approaches in strategic workforce management.
- Provide clear, constructive, and timely feedback in a manner that encourages learning and facilitates resolution. Grasp the strategic objectives and align activities accordingly, with a focus on long-term consequences.
- Define unambiguous performance standards and offer timely praise and recognition. Address under-performance promptly. Assume personal accountability for meeting objectives and driving progress. Exhibit proactive initiative by stepping in and fulfilling required tasks. Demonstrate unwavering commitment and drive towards goal achievement.
- Operate within the parameters of university objectives and professional standards. Contribute to the strategic direction and foster a collective sense of purpose by illustrating the integration of strategy components and their contribution to higher-level goals.
- Provide advice to senior leaders, influencing the overall direction, focus, and advancement of substantial programs. Monitor the external higher education landscape to inform the continual evolution and relevance of programs, systems, and processes.
- Maintain an unwavering focus on quality control. Foster a proactive approach in addressing stakeholder concerns to successfully deliver agreed-upon key projects.

Selection

- Qualifications and experience commensurate with appointment at level
- Extensive experience conceptualising, developing and implementing contemporary solutions, strategies and services to achieve a large organisation's objectives.
- A sound knowledge and understanding of contemporary relevant discipline practices.
- Demonstrated capacity to build and maintain strong and productive relationships with internal and external partners and customers.
- Proven ability to exercise judgement, influence others, be flexible and adaptive to environmental changes and priorities, and gain support for new plans, programs or initiatives.
- Highly developed consulting, interpersonal, communication (written and oral) and presentation skills
- Demonstrated capacity for analytical and conceptual thought in the diagnosis of problems and in providing innovative, timely, relevant and practical solutions.
- High level project management, research and report writing skills.
- Demonstrated ability to develop collaborative work teams and proven capability to achieve quality customer service to clients and quality improvement to a wide range of practices and services.

Capabilities

- **Growth Mindset** open to learning and new experiences, invests in development.
- **Collaborates** cultivates collaboration across Deakin, strives for shared outcomes, builds partnerships.
- **Delivers Outcomes** creates clarity through governance, makes decisions that result in quality outcomes.
- **Plans work** plans the delivery of work while balancing priorities and resources.
- **Strategic Analysis** uses cross-disciplinary knowledge, intelligence, and insights to inform future direction.
- **Navigates Complexity** makes sense of complex issues and responds insightfully.

Special Requirements

- This position may require the incumbent to occasionally work outside business hours.
- This position may require the incumbent to travel from time-to-time within Victoria, domestic and/or international to attend conferences, events and to represent the university.
- This position requires the incumbent to hold a current Working with Children Check
- This position requires the incumbent to hold a current National Police Record Check

Note The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.