

# POSITION DESCRIPTION

Finance and Employee Services  
University Services

## Automation Team Manager

<b>POSITION NUMBER</b>	0042755
<b>PROFESSIONAL CLASSIFICATION STANDARD/SALARY</b>	PCS 9 - \$111,812 - \$116,332 per annum
<b>SUPERANNUATION</b>	Employer contribution of 17%
<b>EMPLOYMENT TYPE</b>	Full Time (1 FTE) Continuing
<b>HOW TO APPLY</b>	Go to <a href="http://about.unimelb.edu.au/careers">http://about.unimelb.edu.au/careers</a> , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
<b>CONTACT FOR ENQUIRIES ONLY</b>	Brendan Snowden Tel + 61 3 9035 9530 Email <a href="mailto:brendan.snowden@unimelb.edu.au">brendan.snowden@unimelb.edu.au</a> <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:  
<http://about.unimelb.edu.au/careers>

## THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

## UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

Choose an item.

Choose an item.

## SERVICE IMPROVEMENT

The Service Improvement portfolio incorporates the Continuous Improvement Centre of Excellence (CICE) and Robotic Process Automation (RPA). CICE was established early in 2016 as part of the University Services commitment to continuous improvement of its services to customers. This unit aims to improve processes throughout the University for the benefit of students and academics. RPA is the use of specialised software to automate repeatable and predictable computer based processes performed by humans. By introducing RPA to the University support functions will be able to spend less time on repetitive processes and more time on providing great service. Both the CICE and RPA teams work closely together to provide efficient and effective service outcomes to students and academics.

## ABOUT THE ROLE

### Position Purpose:

The Automation Team Manager will focus on efficiently and effectively scoped projects and business Robotic Process Automation initiatives that deliver coherent, transformative benefits to the University in the short to medium term.

In collaboration with team members in the Service Improvement area, the Automation Team Manager will support Chancellery, University Services and Academic Divisions in the successful delivery and implementation of RPA solutions as part of the service improvement program.

Working under the broad direction, with a considerable degree of autonomy to the Manager will coach and mentor the RPA team in the development, production and maintenance of RPA, and will liaise with all stakeholders.,

Reporting line: [Click here to enter text.](#)

No. of direct reports: 3

No. of indirect reports: 1 to 5

Direct budget accountability: To be determined

### Key Dimensions and Responsibilities:

Task level: Significant

Organisational knowledge: Significant

Judgement: Significant

Operational context: \* University-wide

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

### **Core Accountabilities:**

- Under broad direction from the Associate Director, Service Improvement, lead and mentor the Robotic Process Automation team in the developing, production and maintenance of automation throughout the university.
- Conceptualise, develop and review objectives and strategies involving high level liaison with internal and external stakeholders within complex organisational structures.
- Required to define and tightly manage a program of work. This means accurately estimating work effort, managing staff to a clearly defined schedule, active risk management, working to a budget and ensuring team resources are efficiently allocated to incoming work. Analysing business problems to assess suitability for Automation to produce high quality business requirements and solutions.
- Independently lead various Robotic Process Automation projects to support portfolio objectives and performance metrics.
- Lead, motivate and influence project teams, providing them with the capability to sustain change.
- Assess opportunities, and make recommendations to senior management within the university to support the program of work.
- Developing and executing a strategy to transition business supported applications into a structured support model.
- Provide strategic support and guidance to the Robotic Process Automation team in the facilitation of project gateway/showcase reviews for stakeholders.
- Proactively manage project risks and roadblocks to ensure project realisation and escalate major risks to the Associate Director, Service Improvement
- Develop and maintain strong advisory relationships with senior leadership at all levels across the University.

### **Selection Criteria:**

#### **Education/Qualifications**

1. The appointee will have a Post Graduate level qualification in a business or technical field with extensive experience; or an equivalent combination of extensive relevant experience and/or education/training.
2. Project Management Qualifications (PMBOK, Prince2) or a proven track record in Project/Program Management
3. Certification in commercial software development language is desirable (C++, C#, Java)

#### **Knowledge and skills:**

4. Demonstrate the University Services Values of University First by acting in the best interest of your employer; displaying Service Excellence by striving to deliver beyond expectations and

taking ownership of the delivery; and value working collaboratively as One Team, connecting with people and building relationships in the workplace.

5. Excellent interpersonal and communication skills, both written and oral, with the ability to collaborate and consult with staff across the university in delivering projects.
6. Extensive experience in IT and/or software project management and maintenance coupled with analytical, research, and conceptual skills to implement automation against business requirements.
7. Extensive stakeholder management experience, high level consultation and influencing skills, with the capability to build and maintain strong advisory relationships
8. Strong business acumen and demonstrated ability to articulate to stakeholders the impact the solutions will have on the business and the ability to negotiate the best solution with stakeholders to achieve overall business benefit
9. Demonstrated ability to operate in an autonomous and ambiguous working environment with limited direction, and to lead and mentor a team of RPA developers.
10. A high level understanding of project management and planning of programming and software design is essential