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| **Position Description** |

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| **Senior Manager, Program Operations** |
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| **Position No:** |  |
| **Department:** |  |
| **Organisational Unit:** |   |
| **Campus/Location:** | Melbourne (Bundoora)  |
| **Classification:** | HEO10 |
| **Employment Type:** | Fixed-Term Contract, Full-Time |
| **Position Supervisor:** **Number:** |  |
| **Other Benefits:** | <http://www.latrobe.edu.au/jobs/working/benefits>  |

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

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| **Position Description** |

**Senior Manager, Program Operations**

**Position Context**

La Trobe University, under the Sponsorship of the Deputy Vice-Chancellor Academic, has established a major program of work to innovate its educational activities and student experience. This includes streams of work across:

* Course Management Reform
* Course Architecture
* Online education
* Short courses and executive education
* Microcredentialing, and a
* Digital Experience Platform

The program is entitled *Clever Learning*. To support the operations relating to courses and curriculum, a new office has been established. This office will provide leadership, oversight and coordination to these activities. The office will work closely with Colleges and divisions across the University to establish and roll out a range of initiatives and projects under the program.

**The role**

The Senior Manager, Program Operations reports to the PVC Educational Transformation and works closely with senior staff and stakeholders to oversee and manage program operations, including line management of the operations team. The role will have primary responsibility for workstreams associated with Course Architecture, online education, short courses and executive education, and microcredentialing. The incumbent will work closely with program managers and project teams for the Course Management Reform and Digital Experience Platform workstreams to ensure that goals are aligned, and that common activities are effectively managed.

**Duties include:**

* Working closely with other matrix leaders, external consultants and the PVC ET in conceptualising, developing and delivering program strategy, evidence base and approaches to implementation.
* Determining schedules, managing interdependencies with related programs and overseeing the delivery of key activities to assure successful delivery of the program of work.
* Liaising with and guiding key professional services groups to establish change requirements and delivery needs.
* Under the broad oversight of the PVC ET, overseeing engagement activities, including establishment and leadership of communications and engagement strategy across program activities.
* Contributing to program related research and benchmarking that informs program strategy.
* Identifying and managing risks, issues and dependencies associated to all business activities and developing and implementing appropriate mitigation and/or contingency plans.
* Delivering change and communication management and training, advice and support to executive and senior staff across the University.
* Overseeing budgets, human resources and their deployment within the program and the office.
* Instigating and developing sophisticated and grounded reports, analysis and presentations.
* Representing the PVC ET in internal and external forums, with external stakeholders and contracting organisations.
* Management of the project team.

**Key Selection Criteria:**

* A postgraduate degree or an equivalent alternative combination of relevant knowledge, training and/or experience.
* Senior experience in strategic program management, including the collaborative delivery of large-scale programmatic business change processes in the higher education context.
* Proven ability to design and lead change processes, to be outcome focussed, innovative and assume accountability for deliverables.
* Exceptional analytical skills including ability to identify program performance expectations and anticipate outcomes based on operational considerations.
* Strong self-management, motivation and interpersonal skills including the ability to negotiate, motivate, influence and build relationships at all levels of an organisation.
* Proven record of managing substantial budgets and human resources effectively, including strong people management skills.
* Sophisticated writing, data and information analysis and reporting skills, for senior, professional and academic audiences.

 **Essential Compliance Requirements:**

To hold this La Trobe University position the occupant must:

* Hold, or be willing to undertake and pass, a Victoria Working With Children Check; and
* Take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

**La Trobe Cultural Qualities:**

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

* *We are* ***Connected***: We connect to the world outside – the students and communities we serve, both locally and globally.
* *We are* ***Innovative***: We tackle the big issues of our time to transform the lives of our students and society.
* *We are* ***Accountable***: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
* *We* ***Care***: We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

For Human Resource Use Only

Initials: Date: