## Position Summary

The **Program Delivery Manager** plays a lead and strategic role within UNSW IT in the planning, development and implementation of technology projects across the UNSW Health Precincts.

The role entails developing strategically aligned program and project planning documentation, identifying and building appropriate project teams and initiating and overseeing a program of works, including leading stakeholder collaboration and engagement, managing delivery partners and ensuring alignment to UNSW Health Precincts strategy. This role represents the UNSW Health Precincts IT across all project partners and stakeholders.

The role reports to StARS Director, UNSW IT with dotted line to Director of Strategy and Precincts, Faculty of Medicine & Health.

## Accountabilities

Specific accountabilities for this role include:

* Lead the planning and implementation of technology programs across UNSW Health Precincts to achieve business value.
* Drive collaboration to align critical key stakeholders with diverse objectives to agree and adopt technology solutions.
* Strategically map-out program schedule, scope, timeline and budgets and assist business to secure and manage funding for the planned program of work.
* Proactively lead and manage adherence to UNSW governance pathways to ensure projects are managed within a defined, consistent and proven set of rules for project development and implementation.
* Provide strategic direction in leading the internal/external Project Teams and key stakeholders, monitoring and reporting on the progress of projects to senior management; and identify problems and propose possible solutions.
* Ensure risk and issue management processes are actively managed; ensure controls to mitigate key program risks are in place and mitigation strategies are driven to an acceptable resolution; monitor and manage dependencies within the program and other projects/programs.
* Manage the end-to-end IT program governance for the life of the Health Precinct program. The role would represent UNSW Health Precincts IT across all partners and key stakeholders.
* Accountable for the statements of work deliverables and coordinating work across UNSW IT internal teams and delivery partners.
* Ensure successful operationalisation of technology solutions into services, working with precinct partners to design and agree service operating and support models.
* Align with and actively demonstrate the [UNSW Values in Action: Our Behaviours](https://unsw.sharepoint.com/sites/values-in-action) and the [UNSW Code of Conduct](https://www.gs.unsw.edu.au/policy/documents/codeofconduct.pdf).
* Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health & safety of yourself or others.

Skills and Experience

* Relevant tertiary qualification with advanced project management experience of minimum 8 years or equivalent competence gained through any combination of education, training and experience.
* In-depth and proven understanding of the program life cycle and strategic development of program plans, project plans, objectives and documentation.
* Demonstrated experience with managing multiple, concurrent projects and programs within complex domains and challenging matrix organisations.
* Excellent consultation, influencing and negotiation skills and proven ability to engage effectively with diverse stakeholders to achieve successful outcomes.
* Demonstrated strong analytical and problem-solving skills and proven capacity to exercise initiative, flexibility and to be proactive in development of robust solutions to problems.
* Advanced written and verbal communication skills, with a high level of attention to detail for deliverables produced.
* Excellent interpersonal skills and high-level ability to establish personal credibility and effective working relationships with IT colleagues, the business and a range of stakeholders.
* Knowledge of budgeting and resource allocation procedures.
* High level of experience working with a range of computer systems and applications, including various MS products such as MS Teams, MS Word, Excel and Visio.
* Proven significant experience with PMP or Prince2 and Agile project management methodology – including relevant project management training.
* Excellent time management and organisational skills, with a demonstrated ability to respond to changing priorities, manage multiple tasks and meet competing deadlines by using judgement and initiative.
* An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
* Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role