



BUSINESS PROCESS LEAD - STUDENT PLANNING SOLUTION PROJECT

DEPARTMENT/UNIT	University Planning & Statistics
FACULTY/DIVISION	Office of the President and Vice-Chancellor
CLASSIFICATION	HEW Level 9
DESIGNATED CAMPUS OR LOCATION	Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our university and our exciting future, please visit www.monash.edu.

The **Portfolio of the Vice-Chancellor and President** is responsible for: high level of coordination for, and management and advice to, the Vice-Chancellor, leadership in the management and delivery of key strategic and cross portfolio initiatives, university-level governance, university-wide marketing, communications and student recruitment activities, strategic communications, external relations and coordination of special events arranged on behalf of the Chancellor and the Vice-Chancellor, leadership in and development of relationships with a range of local and international stakeholders and partners, including alumni, benefactors, government, industry and strategic alliance affiliates.

University Planning and Statistics (UPS) support the development of evidence-based strategic planning and decision-making, in line with the University's strategy – Focus Monash. To achieve this, we work collaboratively with our stakeholders to deliver an integrated planning framework for the University.

The **Planning team**, within UPS, are responsible for the delivery of the integrated planning framework which ensures alignment of the Strategic Plan with all complementary plans, including the planning and optimisation of our student numbers.

Strategic Initiative funding has been forthcoming to initiate a project to replace our existing student numbers planning system and establish new and improved business processes and practices. Working in partnership with subject matter specialists in e-solutions and the wider project team, the Business Process Lead will plan and deliver the required changes to business processes.

This project will improve how the University undertakes student planning, transition the University's 'student load planning' process to one that forecasts and monitors teaching activity, inclusive of EFTSL, revenue and associated flow-on resourcing impacts across all our teaching activities, modes and locations.

POSITION PURPOSE

The **Business Process Lead, Student Planning Solution Project** will provide leadership and specialist expertise on the university-wide business process changes associated with this project. This position is responsible for the coordination, delivery and sustainable transition into business as usual activity of the Student Planning Solution project – improving Monash's ability to plan and monitor its student numbers, including flow-on impacts to resource planning, revenue forecasting etc.

Working collaboratively with a cross-disciplinary project team, this position will support the business through the implementation and change process. Proactively identifying, planning, recommending, implementing and delivering approved changes to improve business process.

Critical to this role's success will be a strong understanding of the business context and technical requirements, together with the ability to create and sustain effective working partnerships with key stakeholders across the project lifecycle, to understand their business requirements, provide regular project updates, and ensure the sustainable implementation of the solution across the business.

Reporting Line: The position reports to the Director, University Planning and Statistics

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Lead the business process reengineering and business/organisational change activities required to ensure successful delivery of the project in accordance with project objectives and business performance outcomes. This will include developing a system of consultation and engagement with key stakeholders, setting directions for change, introducing appropriate techniques/methodologies, analysing business processes to identify/recommend optimal solutions, and working with the project team to implement agreed solutions
2. Ensure that these new business processes are able to be sustainably supported over the long term by the technology and the organisation. This will include, in collaboration with the UPS Planning Team, managing the statistical and data modelling activities necessary for the solution, identifying and selecting appropriate modelling techniques/approaches for implementation and designing and delivering a comprehensive organisational change model
3. Lead and develop efficient and effective process of engagement by stakeholder groups with the project team
4. Initiate and maintain strong partnerships and networks to communicate the Student Planning Solution project vision, facilitate change and enhance business policies and processes
5. Direct, conceptualise and undertake research, consultation, in-depth analysis, reviews and benchmarking to keep abreast of emerging issues, maintain knowledge currency and provide advice to support project objectives and business performance outcomes
6. Lead and oversee the preparation of high-quality documentation including papers, presentations, proposals, communications, briefings, policies and strategies for various audiences, including senior management and project stakeholders
7. Provide leadership and specialist, expert advice and reports drawing on qualifications, theoretical knowledge and experience of relevant policy, legislation and best practice principles in area of specialisation or technical expertise
8. Provide a wide range of high-level SME support for the project
9. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - Postgraduate qualifications and extensive, relevant experience; or
 - extensive management experience and proven management expertise; or an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Extensive experience in student numbers/revenue planning, service improvement and change management, including the provision of expert advice
3. Outstanding relationship management, consulting and organisational change management skills including the ability to manage consultative processes, to engage across a wide variety of stakeholders and to influence and gain agreement. Outstanding project management and organisational skills, with experience establishing priorities, allocating resources and meeting deadlines, driving consensus and generating commitment in a large, complex organisation
4. Extensive experience in leading, motivating and developing a network to achieve project objectives
5. Excellent analytical and conceptual skills including demonstrated ability to quickly assimilate new concepts and information and deliver positive, innovative solutions
6. Superior interpersonal and communication skills with the ability to communicate high-level strategy, provide authoritative advice and effectively communicate and present complex and sensitive information
7. Proven ability to act as a thought leader and change agent across area of responsibility
8. Advanced computer literacy, particularly with current business management software packages and their various application capabilities

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to university policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.