## Position Summary

## UNSW IT is part of the Operations Division at UNSW. The IT team at UNSW plays a critical role in enabling the University’s teaching, research and industry engagement. Our priorities are to drive innovative technology architectures and be a trusted advisor and service partner to the University to enable its ambitious digital aspirations.

## This role has responsibility for overseeing the planning, delivery and monitoring of the programs and projects that make up the University’s technology and digital strategies.

## As part of this responsibility, the role will be responsible for establishing and maintaining a body of knowledge and best practice disciplines for IT project management and driving their use for IT projects across UNSW. This will be done in line with relevant guidance from the University Program Office (UPO). Importantly it will drive a shift in emphasis from project management to project portfolio management and the associated emphasis on managing to outcomes and actively resolving delivery issues.

## This role has the responsibility of establishing and maintaining Communities of Practice for IT Project Managers, Business Analysts and Testers as well as running the recruitment processes that source those resources. Other responsibilities include managing the day-to-day activities in the IT Program Management Office (ITPMO), providing guidance on PMO Policies and Processes, overseeing Project Management Staff, and collaborating with leaders to develop programs and projects. The role needs to work closely with peer Directors across UNSW IT to:

## support their accountabilities in relation to project delivery

## initiate intervention and corrective action where required with appropriate consensus-based decision making and;

## Drive practice adoption right across the University

## In undertaking these responsibilities, the role will be responsible for the Portfolio and Project Management within UNSW IT and has 3 direct reports: the Head of Portfolio & Projects, the Head of Testing and the Head of Quality and Assurance.

## Accountabilities

Specific accountabilities for this role include:

* Create and manage the project prioritisation frameworks aligned to the strategy
* Manage a rolling three-year masterplan exercise
* Create roadmap artefacts that communicate the IT portfolio plans clearly to stakeholders across the University
* Actively advise to the CIO on the delivery agenda (what, why, when...of projects)
* Support the CIO in developing and monitoring IT project budgets and forward planning - Analysing financial data, including project budgets, risks, and resource allocation and providing financial reports and budget outlines to Executives.
* Actively advise the CIO and ITET on dependencies and constraints across the portfolio and recommend solutions
* Create and manage Communities of Practice for PM’s, BA’s and Testers
* Provide governance oversight to the entire program portfolio including quality assurance
* Ensure that an appropriate benefits framework is in place and provide timely reporting of benefits realisation
* Manage and provide timely and consistent program/project level reporting
* Manage arrangement with suppliers of PMs, BAs and Testers
* Manage the resource pool including on-boarding and assist with resource planning
* Monitor key program/project dependencies and milestone achievement
* Manage program/project risks and issues – identify and agree on priorities and mitigating actions
* Monitor Program/Project delivery in line with agreed scope, cost, time and quality metrics, including the production of informative reports and analysis for the various stakeholder audiences
* Manage resource scheduling for all resources involved in IT projects, liaising with senior peers across the University as appropriate
* Manage the change request process – frameworks and execution
* Manage and embed (into delivery teams) the project delivery knowledge repository
* Manage, embed (into delivery teams) and maintain appropriate fit-for-purpose delivery methodologies, tools and templates
* Support project initiation and project closure across the portfolio.
* **Lead and engaged and thriving team** 
  + Lead a thriving and effective team - including developing, managing and engaging team members and driving a strong customer centric culture.
  + Lead work to develop and maintain a workforce management plan to grow people and lift skills and capabilities in line with meeting the needs for the delivery of services.
  + Mentor and develop leadership team through clear objectives, excellent feedback, and strong training programs.
  + Ensure a culture of continuous improvement, collaboration within the team
* **Lead implementation of UNSWIT’s strategy and plans as part of the ITET** 
  + Maintain a strong understanding of the Higher Education and relevant industry, building collaborative links with higher education and industry partners to ensure UNSW IT is at the forefront of digital innovation.
  + Proactively contribute to the IT Executive Team to help shape and implement technology strategy, planning and priorities
  + Together with colleagues in ITET, lead a culture of collaboration, people centred service and continuous improvement, championing professional standards, innovation and professional method.
* 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 and safety of yourself or others.

Skills and Experience

* Demonstrated portfolio leadership experience
* Demonstrated leadership and stakeholder management at senior leadership levels and in complex matrix environments.
* Strong experience leading and motivating a team of senior IT professionals to deliver the key customer requirements in line with the IT service model.
* Solution focused with the ability to demonstrate high levels of negotiation and consultation expertise.
* Demonstrated superior interpersonal and communication skills focusing on customer satisfaction using customer centric approaches to customer management.
* Sound understanding and knowledge of the tertiary education sector, trends and challenges desirable
* Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training
* An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
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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.