

## POSITION DESCRIPTION

<b>Position Title</b>	Project Manager		
<b>Organisational Unit</b>	Student Administration		
<b>Functional Unit</b>	Student Systems		
<b>Nominated Supervisor</b>	Patrick Player		
<b>Higher Education Worker (HEW) Level</b>	HEW 9	<b>Campus/Location</b>	North Sydney
<b>CDF Achievement Level</b>	2 Management (Line)	<b>Work Area Position Code</b>	14167
<b>Employment Type</b>	Fixed term, Fractional	<b>Date reviewed</b>	September 2017

## ABOUT AUSTRALIAN CATHOLIC UNIVERSITY

### Mission Statement:

Australian Catholic University (ACU) is both a Catholic University and a public institution within the Australian higher education sector. ACU is an inclusive community which welcomes students and staff of all beliefs. The University is committed to a strong Catholic ethos and seeks to foster and promote teaching and learning, research and scholarship, and community engagement in the Christian tradition. As valued members of our community, all staff members are expected to have an understanding of ACU's [Mission](#) and values and to demonstrate an active contribution to them.

The University shares with universities worldwide a commitment to quality in teaching, research and service. It aspires to be a community characterised by free enquiry and academic integrity.

The University chooses to focus on areas of teaching and research that are closely connected with its particular character as a University that is Catholic, public and national. The focus areas are Theology and Philosophy, Health, Education, and the Common Good and Social Justice.

ACU has over 2,500 staff supporting more than 34,000 students across seven campuses – Adelaide, Ballarat, Brisbane, Canberra, Melbourne, North Sydney and Strathfield.

The structure to support this complex and national University consists of:

- Provost
- Chief Operating Officer & Deputy Vice-Chancellor
- Deputy Vice-Chancellor, Research
- Deputy Vice-Chancellor, Students, Learning and Teaching

Each portfolio consists of a number of Faculties, Research Institutes or Directorates. The Directorate of Identity and Mission drives both the Identity and the [Mission](#) of the University. In addition, five Associate Vice-Chancellors and Campus Deans focus on the University's local presence and development of the University at the local 'campus' level.

The University pursues performance excellence and offers an environment where staff are valued and rewarded. Staff are expected to demonstrate a commitment to continuous improvement and to participate fully in resolving issues to achieve and maintain quality standards relevant to role. Further information about a career with ACU is available at [www.acu.edu.au](http://www.acu.edu.au). ACU is committed to diversity and social inclusion in its employment

practices. Applications from Aboriginal and Torres Strait Islander people, people with disabilities and people from culturally diverse groups are encouraged.

## ABOUT THE STUDENT ADMINISTRATION DIRECTORATE

---

The Student Administration Directorate, led by the Director, Student Administration and Academic Registrar and headed by the Chief Operating Officer, consists of four core divisions:

1. Administrative Services - responsible for Admissions; Enrolments, Fees & Scholarships; and Timetabling, Examinations & Results.
2. Service Delivery – responsible for Service Operations (incorporating the Contact Centre and Student Hubs) and Shared Services related projects.
3. Systems - responsible for Student Systems and Information Resource Management.
4. The Office of the Director, Student Administration and Academic Registrar - responsible for Policy, Course Management advice and Graduations & Protocols.

The Student Administration Directorate supports the University's academic decision-making processes and the Director Student Administration and Academic Registrar, Associate Directors and National Managers contribute to academic policy formulation and provide administrative support for student and academic-related administrative matters.

## POSITION PURPOSE

---

The Project Manager is responsible for project management and business change management duties in allotted projects. Supporting the day to day management and delivery of project deliverables, which will assist the University in delivering administrative projects. The position oversees project progress, budget and risk, utilising best practice project and change management methodologies to deliver set objectives. This will require the incumbent to work collaboratively with service areas across the university, to understand current and future structures, service management, practices and processes.

## POSITION RESPONSIBILITIES

---

### Introduction

A number of frameworks and standards express the University's expectations of the conduct, capability, participation and contribution of staff. These are listed below:

- ACU Strategic Plan 2015-2020
- Catholic Identity and Mission
- ACU Capability Development Framework
- Higher Education Standards Framework
- ACU Service Principles
- ACU Staff Enterprise Agreement including provisions in relation to Performance Excellence

The [Capability Development Framework](#) in particular is important in understanding the core competencies needed in all ACU staff to achieve the University's strategy and supports its mission.

## Key responsibilities

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
Lead and manage Projects effectively to deliver the agreed project outcomes on time and within budget to achieve the University's strategic goals.	<ul style="list-style-type: none"> <li>• Be Responsible and Accountable for Achieving Excellence</li> <li>• Apply Commercial Acumen</li> </ul>				✓
Review and update the Project Initiation Document (PID) to ensure it continually reflects the agreed project scope and project approach to achieve the project objectives.	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Make Informed Decisions</li> </ul>	✓			
Review and, where appropriate, refine the project governance arrangements to maintain effective oversight of project progress and ensure the delivery of key project outcomes.	<ul style="list-style-type: none"> <li>• Make Informed Decisions</li> <li>• Collaborate Effectively</li> </ul>	✓			
Develop, manage and action comprehensive project plans and associated documentation including the Communication Plan, Risk Management Plan, Change Plan, Implementation Plan, Post Implementation Review Plan in consultation with the Associate Director Student Administrative Services.	<ul style="list-style-type: none"> <li>• Be Responsible and Accountable for Achieving Excellence</li> <li>• Communicate with Impact</li> <li>• Know ACU Work Processes and Systems</li> </ul>	✓			
Identify, manage and resolve business risks, issues and conflicts for the project, developing issue resolution protocols to effectively deal with these matters and maintaining relevant risk registers.	<ul style="list-style-type: none"> <li>• Communicate with Impact</li> <li>• Deliver Stakeholder Centric Service</li> </ul>				✓

Key responsibilities specific to this position	Relevant Core Competences ( <a href="#">Capability Development Framework</a> )	Scope of contribution to the University			
		Within the work unit or team	School or Campus	Faculty or Directorate	Across the University
<p>The Project Manager is responsible for providing overall planning and communication for Projects. This includes:</p> <ul style="list-style-type: none"> <li>• Effectively communicating project expectations to stakeholders in a timely manner;</li> <li>• Planning, scheduling, monitoring and reporting on project timelines and milestones using best practice project management tools;</li> </ul>	<ul style="list-style-type: none"> <li>• Be Responsible and Accountable for Achieving Excellence</li> <li>• Communicate with Impact</li> <li>• Know ACU Work Processes and Systems</li> <li>• Deliver Stakeholder Centric Service</li> </ul>				✓
<ul style="list-style-type: none"> <li>• Appropriately defining and documenting project benefits;</li> <li>• Identifying and managing project dependencies and critical paths; and</li> <li>• Communicating with, and obtaining endorsement from, key internal stakeholders throughout the project life cycle to ensure project impacts on staff are understood and mitigated.</li> </ul>					✓
<p>Lead and provide effective leadership to the project team; this includes directing, supervising, developing, supporting and coordinating the project team members to deliver high standards of expertise and support to project stakeholders.</p>	<ul style="list-style-type: none"> <li>• Adapt to and Lead Change</li> <li>• Communicate with Impact</li> </ul>	✓			
<p>Determine resource requirements based on project specifications. Manage scope creep to ensure the project delivers on timeline, scope, budget and strategy expectations.</p>	<ul style="list-style-type: none"> <li>• Apply Commercial Acumen</li> <li>• Make Informed Decisions</li> </ul>	✓			
<p>Manage external stakeholder engagement with system vendors and consultants to achieve project objectives and enhance the service experience at ACU.</p>	<ul style="list-style-type: none"> <li>• Deliver Stakeholder Centric Service</li> <li>• Communicate with Impact</li> </ul>	✓			

## HOW THE ROLE OPERATES

---

### Key Challenges and Problem Solving

- Building and managing relationships with stakeholders across the organisation to gain buy in and support for the new software and processes.
- Understanding the interdependencies and relevancy of the software to other student-facing services and other software functions in order to gain the most benefit from the change.
- Driving change management across the University to enhance the culture and acceptance of a major University change.
- Minimising ACU's exposure to risk through effective project risk management and regular reporting.
- Persuading and influencing a range of stakeholders of varying seniority and priorities to ensure project outcomes are in complete alignment with ACU strategy and project goals.

### Decision Making / Authority to Act

- The position holder has substantial autonomy in managing the day-to-day project activities and issues relating to the project impacting on a variety of interdependent strategic projects, in line with delegated authority and in consultation with the Associate Director Student Administrative Services.
- The position holder provides strategic advice and resolution options on project issues ranging from resource matters to matters of significant risk to the University and success of the project within the relevant project governance frameworks. This advice must be relied upon by Project Sponsors and should be based on collaboration with key stakeholders as the basis of informed decision.

### Communication / Working Relationships

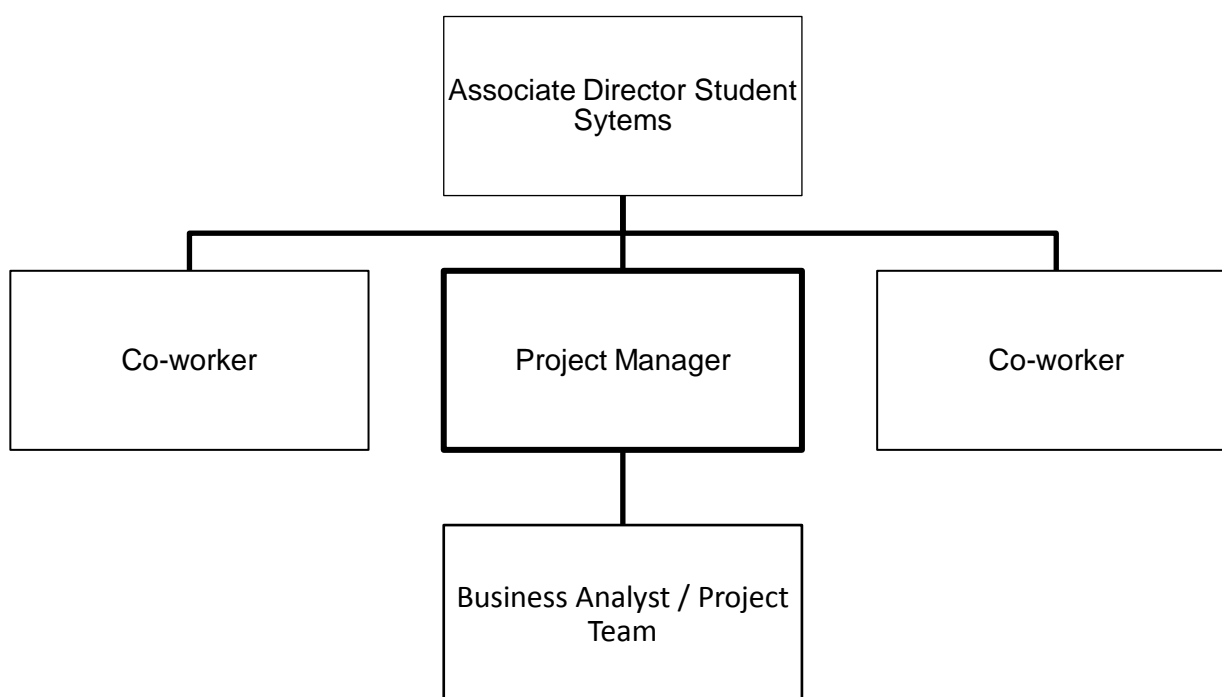
- The position holder builds relationships and communicates regularly with stakeholders across many levels of seniority within the organisation.
- The position holder leads and delivers a cross functional communications plan to ensure effective reporting on the implementation of the Student Allocator Project.
- The position holder builds and maintains relationships with the Directorates within the Corporate Services Portfolio and Schools as well as with external vendors relevant to this project.

## Reporting Relationships

For further information about structure of the University refer to the [organisation chart](#).

## SELECTION CRITERIA

---



### Qualifications, skills, knowledge and experience

1.	Postgraduate qualification in project management with significant experience managing projects within the tertiary sector, delivered successfully by a diverse project team in a complex environment; or an equivalent combination of relevant experience and/or education and training.
2.	Substantial experience coordinating and implementing strategic projects by utilising effective management principles of planning, resource allocation, communication, formalised documentation, implementation, negotiation, evaluation and reporting.
3.	Proven ability to successfully conduct complex negotiations, manage contracts and effectively communicate with clients, consultants, authorities and other project related bodies with a focus on delivering stakeholder-centric service.

4.	Extensive experience in financial management of program / project budgets, understanding of capital expenditure and accounting principles and ability to interpret financial information and present in a clear and concise format.
5.	Highly developed interpersonal and communication skills and demonstrated experience producing comprehensive recommendations, project and implementation plans, briefing papers and reports.
6.	Proven ability to analyse complex problems, identify critical issues and develop strategies for delivering solutions.

**Core Competencies (as per the [Capability Development Framework](#))**

7.	Demonstrate confidence and courage in achieving ACU's Mission, Vision and Values by connecting the purpose of one's work to ACU's Mission, Vision and Values.
8.	An ability to display openness and flexibility in work approach when faced with obstacles and think creatively when implementing business solutions to achieve organisational objectives
9.	Demonstrated ability to deliver a stakeholder centric service and take personal accountability to achieve high quality outcomes to provide service excellence. See the <a href="#">ACU Service Principles</a>

**Other attributes**

10.	Demonstrated commitment to cultural diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
11.	Completion of Prince2, MSP or P3O highly desirable.