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| **Position Description** |

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| **Program Manager - Academic** | | | |
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| **Position No:** | |  | |
| **Department/Team:** | | Research & Academic Services | |
| **School/Division:** | | Information Services | |
| **Campus/Location:** | | Location Independent | |
| **Classification:** | | HEO10 | |
| **Employment Type:** | | Continuing | |
| **Position Supervisor:**  **Supervisor Position Number:** | | Director Research & Academic Services | |
| **Other Benefits:** | | <http://www.latrobe.edu.au/jobs/working/benefits> | |

Further information about:

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

**For enquiries only contact:**

Name: TEL: Email:

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| **Position Description** |

**Program Manager - Academic**

**Position Context:**

"As trusted digital thought leaders we connect and enable the University Community to advance learning, teaching and research"

With the University Community at the centre of everything we do, Information Services (IS) is focused on creating and sustaining an innovative information technology culture as one dynamic team. IS consistently engages with our customers delivering value through service performance, continuous improvement and transformational project based outcomes. The La Trobe Cultural Qualities of being innovative, accountable, connected and caring are fundamental to engaging and empowering our people.

The Research and Academic Services department within Information Services is responsible for the provision of technology based business services that cover teaching and learning, research and all schools and colleges.

The department is responsible for the implementation, development and maintenance of research and academic information services. The department works closely with the Office of the CTO and Projects and Business Transformation Office to further advance the services provided and, with IS Enterprise Services, to ensure that capacity and service availability meet business needs.

Critically this department is responsible for current and future state ‘digital workplace’ at La Trobe, a key service that influences collaboration, research, teaching and engagement with students and staff.

This department also provides or coordinates services to the University, in support of the research community.

The Program Management Team manages a group of related projects and enhancement initiatives (including their interdependencies) in a coordinated manner to obtain benefits not available from managing them individually.

The team works with the business to develop change programs and projects in the assigned area, leading to the delivery of sound business cases, and ensures all the approved projects and enhancement initiatives are being successfully managed to completion.

The scope of the program for this role is all business opportunities, projects and system releases being lead by the Research & Academic Services Department (specifically for academic services) and also managing the regular testing of business continuity processes - engaging with the wider IS Division and relevant business groups.

Duties and level of responsibility include, but are not limited to:

* Lead a team of business analysts (and, as required, other assigned staff).
* In conjunction with the business, support and progress the development and approval of medium to large projects through the required governance bodies for the Idea/Concept and Business Case project phases .
* Develop annual and multi year plans in alignment with business and technology architecture roadmaps and University strategy.
* Lead and manage the planning and delivery of key operational projects and enhancement initiatives, for the portfolio.
* Manage team/s to ensure program business objectives are achieved on time and within budget.
* Develop and implement program management plans to ensure the success of the program, for the portfolio.
* Ensure all medium to large business change initiatives within scope are appropriately funded, resourced and successfully managed to completion (including assisting the planning of the PBTO, as required).
* Ensure line of business technology risks are understood and appropriately managed.
* Work with project managers, business analysts, team leaders/managers and applications service managers to deliver business change program.
* Support change management activities with the business.
* Regularly communicate with key stakeholders to ensure program outcomes are met.

**Leadership accountabilities include:**

* Driving a culture of empowerment and achievement, inspiring the team to learn, develop, and unlock their potential and succeed.
* Role modelling the La Trobe values and Cultural Qualities, holding themselves and the team accountable for demonstrating targeted behaviours.
* Actively contributing to shaping the team within the context of the division and in alignment with La Trobe strategies.
* Understanding the whole of University context and supporting the CIO, IS leadership team and staff in executing assigned initiatives, taking the needs of others into account.
* Building a high performing team through succession and workforce planning practices; recognising the value of and promoting diversity in the workplace.
* Responding flexibly to changing circumstances, deploying resources astutely and identifying optimum resourcing combinations.
* Creating a flexible environment that supports and enables the team to meet changing demands.
* Delivering constructive feedback and managing under-performance.
* Offering support to the team in times of high pressure.
* Celebrating success and engaging in activities to maintain morale.
* Being an influential contributor to decisions over the allocation or use of team's resources, making short-medium term commitments without authorisation from higher levels, taking into consideration team's total accountabilities and workload.
* Develop and implement a roadmap for transformation for their team's systems and services to meet the current and future University needs and aligned with the Business Architecture Roadmaps.
* Ensuring that University and divisional processes, practices and standards are adhered to.
* Instituting personal and team reflection and evaluation practices to drive a continuous model of improvement.
* Taking accountability for Career Success and development planning of self and team.
* Conducting productive stakeholder engagement, partnership and relationship management, interacting with all stakeholders including managers, peers, team members and colleagues as customers, as defined within the University Customer Service Charter.

**Key Selection Criteria:**

* Extensive experience and skills in program and project management for medium to large, complex IT programs or projects.
* Demonstrated experience in the preparation of business cases, leading business analysis and managing medium to large-scale initiatives.
* Experience and skills in leading and governing business and enterprise program and projects in an IT environment.
* Desirable to have knowledge and / or experience in Higher Education sector.
* A degree with substantial extension of the theories and principles, learned through relevant work experience; or a range of management experience; or postgraduate qualifications, or progress towards postgraduate qualifications with extensive relevant work experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
* Proven ability to deal with concepts, complex information or situations in an efficient and effective manner.
* Demonstrated experience in the management of people and material resources - including demonstrated ability of: achieving outcomes through leadership of a high performing team; managing budget allocations; mentoring and coaching team members through all stages of career and personal development; taking responsibility for achievement of objectives and programs affecting the division and more broadly the University.
* Has the ability to be reflective, be innovative and able to deliver continuous improvement with a demonstrated high level of self-motivation and personal management skills.
* Excellent interpersonal and customer relationship skills and demonstrated experience in liaising with internal and external stakeholders (including vendors) at all levels of an organisation, negotiating effective outcomes, consultation and facilitation of group discussions.

**Essential Compliance Requirements:**

To hold this La Trobe University position the occupant must:

* hold, or be willing to undertake and pass, a Victorian 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: