

## Position Description

### Senior Manager, Delivery

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<b>Position No:</b>	New
<b>Business Unit:</b>	Chief Operating Officer (COO)
<b>Division:</b>	Information Systems
<b>Department:</b>	Delivery and Enablement
<b>Classification Level:</b>	HEO10
<b>Employment Type:</b>	Full-Time, Continuing
<b>Campus Location:</b>	Melbourne (Bundoora)
<b>Other Benefits:</b>	<a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a>

Further information about:

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

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## **Position Context/Purpose**

The Senior Manager, Delivery at La Trobe University is a vital leadership role within the Information Services function, reporting directly to the Director, Delivery and Enablement. This position is responsible for providing strategic oversight and operational management of a team of senior project managers and project managers focused on delivering application projects. The role is essential in aligning the University's application delivery strategies with its broader objectives, ensuring the successful execution of critical application projects that enhance the University's technological capabilities.

The Senior Manager will play a crucial role in shaping the application landscape at La Trobe University, driving innovation and ensuring the seamless delivery of complex projects. This role requires a seasoned leader with a deep understanding of application delivery within a higher education context, capable of managing significant resources, influencing high-level decision-making, and fostering strong stakeholder relationships

### **Duties at this level will include:**

#### **Strategic Leadership and Planning**

- Provide strategic direction to application delivery areas, integrating internal and external policies, and adapting strategies to new demands.
- Lead the development of significant policies, objectives, programs, and plans in alignment with the University's strategy.
- Oversee major application projects and initiatives with substantial resources and strategic impact, ensuring they align with institutional goals.

#### **Accountability and Decision-Making**

- Be fully accountable for achieving objectives and programs within significant organisational areas, with the authority to amend policies and systems impacting the University.
- Influence decisions related to the allocation and use of substantial resources.
- Review performance and services, identifying areas for improvement and implementing changes that impact various University operations.

#### **Financial Management and Resource Allocation**

- Manage substantial budgets, with the discretion to re-allocate funds within budgets and approve significant expenditure items.
- Commit the University to significant contractual or resource obligations.

#### **Stakeholder Engagement and Representation**

- Engage in high-level liaison with internal and external stakeholders.
- Represent La Trobe University externally in sector groups and negotiations.
- Develop internal consultation and negotiation strategies, considering the views and interests of others.

#### **People Management and Development**

- Lead, manage, and motivate staff within the application delivery team.
- Develop and enhance staff performance, set and review long-term performance criteria and objectives, mentor staff to meet current and future role requirements, and provide constructive feedback and support for high-quality performance contributions.
- Develop and review major policies, objectives, programs or strategies involving high level liaison with internal and external stakeholders, including framing relevant internal consultation and negotiation strategies.
- Responsible for programs involving major change which may impact on other areas of the institution's operations.

- Represent the University externally in sector groups and in negotiations.
- Develop and enable the capability of staff within the work area by monitoring and continuously managing their performance and mentor them to better meet current and future role requirements. In doing this, provide staff with constructive feedback and support for high quality performance contributions.

## Essential Criteria

### Skills and knowledge required for the position

- Extensive experience in application delivery within large, complex organisations.
- Proven track record in managing significant application projects, including enterprise-level implementations.
- Strong understanding of strategic planning and policy development in application delivery.
- Demonstrated ability to manage substantial budgets and financial resources effectively.
- Exceptional leadership and team management skills, with a focus on team development and performance improvement.
- Excellent communication and stakeholder management skills, with the ability to influence and negotiate at high levels.
- Strong analytical and problem-solving skills, with the ability to make sound decisions and implement effective solutions.
- Demonstrated experience and expertise in the management of significant human and material resources, or postgraduate qualifications and extensive relevant experience, or experience and expertise in the provision of strategic policy advice affecting the direction of the University, or an equivalent alternate combination of relevant knowledge, training and/or experience.
- Proven record of managing and controlling substantial budget/resources/funding and an understanding of financial management procedures.
- Highly developed knowledge of the principles, theory and practice of the area of responsibility and an awareness of broader developments relevant to the University.
- Awareness of likely effect of change in economic, social and governmental and technological environment.
- Awareness and understanding of the activities, objectives and strategic direction of the University, both current and future, in a global context.

### Capabilities required to be successful in the position

- **Strategic Vision:** Ability to envision and articulate the future direction of application delivery within the University, aligning it with broader institutional goals.
- **Leadership Excellence:** Strong leadership skills to inspire, motivate, and develop a high-performing team.
- **Stakeholder Management:** Proven ability to build and maintain effective relationships with a wide range of stakeholders, both internal and external.

- **Financial Acumen:** Skilled in managing substantial budgets and making strategic financial decisions.
- **Change Management:** Ability to lead and manage change effectively, ensuring smooth transitions and minimal disruption to services.
- **Communication:** Excellent verbal and written communication skills, with the ability to convey complex information clearly and persuasively.
- **Innovation and Problem-Solving:** Creative and innovative thinker with the ability to address challenges and identify opportunities for improvement.
- Demonstrated commitment to reflective practice and self-development, identifying and challenging own biases, responding to others with empathy and evaluating the way own behaviour impacts team culture and performance.
- Ability to work collaboratively across functions, tailor communication in a way that is meaningful to the audience and contribute to a safe, inclusive, high-performing culture – consistently modelling accountability, connectedness, innovation and care.
- Demonstrated creative, critical and systems thinking – generating ideas and recommending solutions to local and organisational problems.

### 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.

### Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

### Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

### Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.

- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

### La Trobe's Cultural Qualities:

#### WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

#### WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

#### WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

#### WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

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Initials:

Date: