

PMO Lead

HEP Level 10

POSITION NUMBER	950701
ORGANISATIONAL UNIT	Project Management Office (PMO), Information Technology Services
POSITION REPORTS TO	Senior Manager Portfolio Governance and Delivery Enablement
OVERALL PURPOSE	<p>The overall purpose of the role is to provide strategic governance and change leadership across a complex multi-million-dollar program of work that delivers substantial and whole-of-University business value.</p> <p>The role will have responsibility for leading communication and engagement activities with key stakeholders and in addition, will manage the delivery governance and change management initiatives.</p> <p>The PMO Lead will provide high level specialist advice and recommendations to the Director PMO and leadership team to develop, review and implement continuous improvement strategies, policies, processes, and systems embed in governance frameworks.</p> <p>The PMO Lead will work closely with project managers and portfolio analysts (specialising in finance, benefits and change management) to develop and continuously improve governance and project methodologies.</p>
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ Works closely with staff and managers within the Project Management Office, ITS Management and Team Leads, as well as Financial Services ◆ Works closely with senior project sponsors and business stakeholders ◆ Manages 3 Portfolio Analysts, 2 Communication Specialists and 2 Project Coordinators. <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ Other educational institutions ◆ Key vendors and suppliers
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operation

KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

Deliver – Excellence Results-driven, accountability, problem solving focus.

Engage – Customer service mind-set internally, externally and particularly for students.

Collaborate and Partner – Build successful relationships, communicate effectively, influence and negotiate.

Innovate – Entrepreneurship, growth, continuous improvement, digital transformation.

Lead – Inspire direction, lead change, manage and develop people.

OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and a campus in Sydney. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

Commitment to Protecting Country:

Victoria University honours its deep diversity as a foundation for collaboration and social progress. We will demonstrate sensitivity in respecting First Nation perspectives. We will ensure that we respect our Indigenous voices and commit to sustainable Protecting Country. We will take leadership responsibility, in all that we do, to improve the health and wellbeing of our local and global communities, and the planet that we share.

Commitment to Diversity and Inclusion at VU:

Victoria University believes that diversity of the workforce adds value to the University and creates a stronger, richer working environment for everyone. We are committed to making reasonable adjustments to ensure that our employees have positive, barrier-free work environments that accommodate their access needs.

ORGANISATIONAL UNIT

The Project Management Office (PMO) supports the ICT capital investment program by delivering successful projects that support the growth and success of the University.

- Portfolio Facilitation - A central service to collect, prioritise, promote and assist in the delivery of the University's strategic protects.
- Business Case Development - Provision of resources and process to build robust business cases needed to win endorsement, funding and support for valued projects.
- Solution Evaluation - Provision of resources and process to select the solutions that best deliver the enterprise objectives.
- Project Delivery - Provision of people and process that are aligned to delivering projects efficiently to achieve business objectives.
- Project Governance - Provision of appropriate oversight, support and transparency to ensure that project are successful and when issues arise that variation decisions are transparent.

MAJOR CHALLENGES / FREEDOM TO ACT

- ◆ Translating University strategy into actionable deliverables, using systems thinking and fostering an innovative, change-ready culture where staff feel empowered to experiment, take informed risks, and generate solutions to complex organisational problems.
- ◆ Applying deep expertise in program, project, and enhancement delivery to diagnose issues, design fit-for-purpose solutions, and strengthen University processes while ensuring compliance with legislative, regulatory, and quality requirements.
- ◆ Demonstrating high emotional intelligence and reflective practice, recognising and challenging personal biases, reading organisational and political dynamics, and building an inclusive, high-performance culture defined by accountability, psychological safety, and continuous improvement.
- ◆ Providing authoritative leadership and strategic advice across portfolios, programs, and projects, exercising sound judgement, rapid decision-making under pressure, and collaborative problem-solving to guide teams through disruption, ambiguity, and change.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Lead the development, implementation, and continuous improvement of portfolio governance processes, Digital Frameworks, and PMO standards, ensuring consistent methodology application and alignment with University policy and strategy.
- ◆ Oversee governance of portfolio initiatives, ensuring delivery against approved scope, schedule, budget, and benefits, and maintaining overall portfolio integrity.
- ◆ Coordinate and support key governance boards and forums, ensuring high-quality preparation, documentation, decision tracking, and adherence to approval processes.
- ◆ Lead and refine demand management processes, including a structured “front door” for new initiatives, enabling effective assessment, prioritisation, and governance of incoming work.
- ◆ Manage the portfolio budget and financial controls, ensuring accurate forecasting, reporting, and alignment of spend with approved capital and operational allocations.
- ◆ Oversee core financial and administrative processes underpinning PMO and portfolio operations, ensuring effective monitoring, compliance, and operational discipline.
- ◆ Lead the development and implementation of benefits management frameworks and tools to support the identification, tracking, and realisation of portfolio benefits.
- ◆ Provide authoritative portfolio reporting, analysis, and insights on benefits, risks, issues, dependencies, and overall portfolio health to senior stakeholders and governance bodies.
- ◆ Produce high-quality portfolio reports, dashboards, and executive or council papers, ensuring data integrity, clear narrative, and strong alignment to strategic objectives and outcomes.
- ◆ Manage portfolio resourcing processes, including planning, scheduling, resource reporting, and coordination of contractor and vendor support.
- ◆ Provide leadership, guidance, and direction across PMO and portfolio functions, driving service excellence, professional capability uplift, and continuous improvement.
- ◆ Build and maintain strong relationships with internal and external stakeholders, offering expert advice on governance, portfolio health, benefits, risks, and strategic implications to support transparency and alignment.

TYPICAL/MAJOR CHALLENGES

- ◆ This position works with a considerable degree of autonomy and will be required to solve problems for which there is little precedent and to negotiate suitable processes internally and with external suppliers.
- ◆ Ability to influence change and meet key deliverables of the position.
- ◆ Ability to manage effectively change programs and projects within the ITS portfolio of initiatives of the PMO whilst operating within a complex organisational structure.
- ◆ Manage stakeholder engagement to establish strong relationships with internal and external clients to understand project and change management needs in relation to initiative delivery.

LEVEL OF SUPERVISION

Operates under broad direction from Senior Manager, Portfolio Governance and Delivery Enablement and will be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Experience in successfully providing strategic governance and change leadership across a complex significant program of work and for large technology programs.
- ◆ Strong stakeholder management skills and ability to influence and drive a strategic agenda to support ITS investment.
- ◆ Ability to exercise significant initiative and professional judgement in undertaking diverse and often complex tasks, including delivering change programs and projects within budget and in tight timeframes.
- ◆ Experience managing, guiding and mentoring work groups to support an outcomes orientated environment.
- ◆ An understanding of change management best practices within technology units of large knowledge-based organisations.

KEY SELECTION CRITERIA

Essential

- ◆ Knowledge or training equivalent to: Proven expertise in the management of significant human and material resources; in addition to, in some areas postgraduate qualifications and extensive relevant experience.
- ◆ Current Employee Working with Children's check in Victoria
- ◆ Demonstrated experience in providing strategic and change management leadership in respect to project and change management processes and methodologies.
- ◆ Demonstrated experience in the application of quality assurance policies and procedures and other requirements applicable to portfolio governance.
- ◆ Demonstrated experience and ability to monitor expenditure and ensure effective utilisation of budget allocations to meet objectives and to identify, assess and prioritise competing demands to deliver high-quality services within tight deadlines.
- ◆ Proven experience striving for and achieving cooperative relationships with a diverse range of stakeholders in order to achieve the best overall project outcomes, such as project managers, project sponsors, external software providers and executives.
- ◆ Proven experience in the utilisation of data, and key performance indicators to support continual process improvements, identifying and managing risks and undertaking pre-emptive action.
- ◆ Demonstrated experience in managing and leading a team of professionals delivering high level institutional support services, and ensuring the ongoing capability and responsiveness of the team in a service oriented and rapidly changing environment.