

Senior Project Manager

HEP Level 9

POSITION NUMBER	G00035, 953425
ORGANISATIONAL UNIT	Digital and Campus Services, Projects and Business Analysis
POSITION REPORTS TO	Project & Program Delivery Lead
OVERALL PURPOSE	<p>The Senior Project Manager is responsible for the leadership, coordination, and successful delivery of strategic and complex projects within the University's Digital Campus Services Department.</p> <p>This role requires managing projects from initial feasibility through to final implementation and handover, ensuring alignment with the university's strategic goals and objectives.</p> <p>The Senior Project Manager will also provide leadership and mentorship to other project managers and collaborate with various internal and external stakeholders to achieve project success.</p>
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ works closely with Business Representatives, Academics, Students and other cross functional teams to successfully implement projects under the program portfolio; ◆ works within the ITS governance team framework to ensure project governance, change management and delivery of initiatives comply with DCS policies and procedures; ◆ works closely with the Enterprise Architecture team to ensure solution delivery is aligned to the Digital Roadmap. <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ vendors and external partners
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 operations.

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.

ORGANISATIONAL UNIT

Victoria University's Digital and Campus Services department is focused on high quality customer engagement with a service excellence and innovation mindset and implementing process enhancements that will drive better outcomes for students, staff and our extended community as we seek to be relentlessly customer centric. Digital and Campus Services is responsible for modernising technology platforms and the University's infrastructure on a comprehensive scale to ensure VU is a thriving place to work and study. Working closely with our customers and suppliers, we provide workforce solutions in areas including infrastructure, data, application development, digital solutions and innovation. This department includes:

- ◆ Enabling Technology
- ◆ Office of the Chief Information Security Officer (CISO)
- ◆ Business Engagement and Projects
- ◆ Business Partnering and Governance
- ◆ AI, Technology and Delivery
- ◆ Campus Services

The environment consists of more than 7,000 personal computers and associated software applications. Services to clients are delivered according to ITIL as a best practice framework, where the Service Desk is the primary customer interface. Service Level Agreements (SLA) are used to define customer expectations. Service Deliver is quantified in a transparent and measurable way, and subsequent periodic reports are provided to customers.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Lead the successful delivery of projects, through all phases of the project lifecycle, with varying degrees of complexity and/or constraints, including project objectives, scope and technical requirements, funding source and budget, delivery timeframe, internal and external stakeholders, alignment and interdependencies with strategic objectives and in accordance with the department's governance framework.
- ◆ Lead and manage the identification of risks and risk factors affecting critical path deadlines including reporting identified risks to the appropriate Steering Committee and other relevant stakeholders to ensure pre-emptive actions.
- ◆ Lead and manage activities to ensure that all relevant documentation is complete for the scoping, execution, implementation, testing, and change management of the solution.
- ◆ Ensure that projects meet quality standards and comply with relevant regulations and best practices as well conduct regular quality reviews and implement continuous improvement initiatives.
- ◆ Manage project budgets and monitor progress against project targets and populate reporting frameworks and dashboards to support communication of the projects' progress.
- ◆ Develop and deliver effective project related internal and external reporting including milestone reporting, stakeholder presentations, Project Control Group papers, University Governance Committee papers and Senior Executive briefings
- ◆ Develop and maintain strong collaborative working relationship with key project stakeholders through superior client / customer service and project communications strategy.
- ◆ Provide subject matter expertise and guidance to other project managers, fostering a supportive and collaborative team environment.
- ◆ Adhere to and cooperate with all OHS policies and procedures of the University.

TYPICAL/MAJOR CHALLENGES

- ◆ Developing and documenting contingency scenarios to mitigate identified risks, ensuring that projects remain on track despite potential challenges.
- ◆ Promoting a culture of continuous improvement by identifying and implementing process enhancements.
- ◆ Staying updated with the latest project management methodologies and digital technologies to drive innovation and efficiency.
- ◆ Strong problem-solving skills, initiative and sound judgement with the foresight to anticipate risk, develop mitigation strategies and plan accordingly.
- ◆ Balancing competing priorities and pressures on project scope, performance, cost and risk whilst managing stakeholder expectations.
- ◆ Requires high level of resilience, resourcefulness, organisational skills and autonomy to navigate the complexities of a large and dynamic organisation, its structure, governance and administration.

LEVEL OF SUPERVISION

- ◆ Operates under broad direction from the Project & Program Delivery Lead and will be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Extensive experience in managing project and program management best practices
- ◆ Proven ability to apply project management methodologies effectively to ensure successful project delivery.
- ◆ Experience in managing, guiding, and mentoring project teams to support outcomes and deliver value to the university.
- ◆ Ability to build and lead high-performing teams, fostering a culture of collaboration and excellence.
- ◆ Knowledge of relevant legislation and regulations relating to the area of responsibility, particularly university legislation and regulations.
- ◆ Understanding of the implications of legislative changes and the ability to ensure compliance within project management practices.
- ◆ Knowledge and sound understanding of university operations, governance, and decision-making processes.
- ◆ Familiarity with university quality assurance policies and procedures, and other relevant legislative requirements.
- ◆ Ability to align project activities with the university's strategic objectives and priorities.
- ◆ Understanding of the broader context in which the university operates, including political, economic, and social factors that may impact project delivery.
- ◆ Prince2 and Agile Framework qualifications

KEY SELECTION CRITERIA

Essential:

1. Knowledge or Training equivalent to: Postgraduate qualifications and extensive relevant experience; or extensive project management experience and proven management expertise; or an equivalent combination of relevant experience and/or education/training.
2. Extensive experience in project management, including development and management of high value, complex projects in a large and diverse organisation with multiple stakeholders.
3. Excellent relationship management and consulting skills with demonstrated ability to develop and foster effective strategic and collaborative relationships with key stakeholders and colleagues including the ability to influence, negotiate and coach at senior levels.

4. Experience in engaging, managing and motivating project teams including consultants and contractors to meet project objectives.
5. Proven ability to analyse complex problems, identify critical issues and develop strategies for delivering solutions.
6. Strong commercial acumen including ability to leverage suppliers, identify opportunities and drive value for the organisation.
7. Proven experience in preparing high quality and meaningful project related reporting, governance papers, briefing notes and presentations.
8. 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.

Desirable:

1. Previous experience in a Tertiary Education institution.
2. Experience in project management of complex administrative systems.
3. Experience in managing software development and/or IT infrastructure project