

Senior Project and Administration Officer

HEP Level 7

POSITION NUMBER	951825
ORGANISATIONAL UNIT	Digital and Campus Services
POSITION REPORTS TO	Chief Digital Officer and Executive Director Campus Services
OVERALL PURPOSE	<p>The Senior Project and Administration Officer supports the Chief Digital Officer and Executive Director Campus Services, and the leadership team within Digital and Campus Services (DCS) in the effective delivery of their key accountabilities and responsibilities. This includes effective planning and management of the department's resources and activities, as well as contributing to the implementation of key projects.</p> <p>The Senior Project and Administration Officer will also maintain and develop comprehensive, efficient administrative systems, procedures and processes to ensure that DCS supports the realisation of VU's strategic and operational goals.</p>
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ works closely with the Chief Digital Officer and Executive Director Campus Services ◆ works with all the DCS Department Leadership Team <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ will need to liaise with external stakeholders
LOCATION/CAMPUS	The position will be required to work across both Footscray Park and City Tower campuses 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 centers. 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 Group 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 Group includes:

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

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Provide high-level organisational and administrative leadership for the function, supporting the Chief Digital Officer and Executive Director Campus Services and their leadership team, including work flow and priority system development, resource management, procedure documentation and preparation of reports (including data analysis and visualisation as required).
- ◆ Produce high quality briefing papers, business cases, background information, correspondence and other material for the Chief Digital Officer and Executive Director Campus Services ensuring they are actioned in a timely manner.
- ◆ Provide high level project support, expertise and contract management, conference and event related support and preparation, as well as complex business travel arrangements, ensuring deadlines are met.
- ◆ Contribute to and play a key role in developing and implementing DCS leadership strategic projects by providing support and coordination of change management activities including internal communications in alignment with DCS change program which may impact on other operational areas.
- ◆ Contribute to the development and continuous improvement of processes, policies, and procedures to ensure that highest standards of confidentiality and efficiency are obtained.
- ◆ Develop and implement solutions, resolving specific administrative challenges inclusive clear position management and budget support for DCS leadership team.

- ◆ Support the Chief Digital Officer and Executive Director Campus Services to build a culture and workplace that attracts talented staff to deliver innovative, impactful DCS services that support our ambition to be a global leader in dual-sector learning and research.
- ◆ Support the Chief Digital Officer and Executive Director Campus Services and leadership team in establishing a stakeholder-focused, service-oriented culture providing essential services to its stakeholders.
- ◆ Undertake and coordinate the delivery of allocated projects that support Digital and Campus Services (DCS) priorities, as assigned by the Chief Digital Officer and Executive Director Campus Services.
- ◆ Work with DCS leadership to demonstrate commitment to wellbeing by working with portfolio staff to make this meaningful and actionable in the work environment.
- ◆ Ensure commitment to financial cost optimisation and prudent use of resources so that the university is able to invest in its strategic priorities and ensure portfolio compliance to procedures.
- ◆ Any other administrative support as appropriate.

TYPICAL/MAJOR CHALLENGES

- ◆ Maintaining knowledge of a broad range of projects and managing competing priorities.
- ◆ Using initiative to monitor and report on contemporaneous data and information systems in real-time.
- ◆ Proactively managing schedules and diaries and ensuring that key reporting milestones are met.
- ◆ Planning and decision-making requires some consideration of the integration or impact of a range of University policies and requirements.
- ◆ Review of current practice and delivery to ensure ongoing relevance and achieve continuous improvement/excellence.
- ◆ High degree of independent decision making as well as collaborative decision making in consultation with others.

LEVEL OF SUPERVISION

Operates under broad direction from Chief Digital Officer and Executive Director Campus Services and may be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Requires a depth of expertise in project administration and management through extensive relevant experience and application.
- ◆ Developed and implemented programs/projects involving their area of expertise and which may impact on other areas of the institution's operations.
- ◆ Highly developed written, oral communication and interpersonal skills including negotiation, influencing and problem-solving skills.
- ◆ Familiar with federal and State government legislation and policies related to the tertiary education sector and its impact in their area of responsibility.
- ◆ Knowledge of University operations, governance and decision-making processes, including quality assurance policies and procedures and other relevant legislative requirements.

KEY SELECTION CRITERIA

Essential:

1. Knowledge or Training equivalent to a degree with 4 years subsequent relevant experience or extensive experience and management expertise, or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated project administration and management experience, including the use of project management tools, and evidence of the successful implementation of projects.
3. Demonstrated ability to research, benchmark, prepare, analyse and present reports and papers related to the position's area of responsibility, including the detailed analysis of data.
4. Well-demonstrated capacity to work on multiple projects simultaneously and deliver results determined by critical dates in an organisational environment.
5. Ability to work independently, to prioritise work demands and to respond to urgent requests when required.
6. Excellent interpersonal and communication skills (oral and written), presentation and report writing skills.
7. Ability to manage confidential and sensitive material.
8. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OH&S and Anti-Discrimination responsibilities and complete/attend relevant training.

Desirable:

1. Previous experience and knowledge of quality assurance policies and procedures and other relevant legislative and policy requirements applicable within the tertiary education sector.
2. Experience in providing high-level advice in an educational context.

