

Senior Manager Integrated Workplace Solutions

HEP Level 10

POSITION NUMBER	912889
ORGANISATIONAL UNIT	Digital and Campus Services
POSITION REPORTS TO	Director, Operational Planning & Asset Management
OVERALL PURPOSE	<p>The overall purpose of the Senior Manager Integrated Workplace Solutions is to lead and modernise Victoria University’s approach to workplaces, learning and teaching, and research ensuring strategically aligned use of both our physical and digital assets that will deliver a wide range of benefits in areas including workforce, digital, financial, asset management program, and partnership opportunities.</p> <p>In achieving this, the Senior Manager Integrated Workplace Solutions will lead a team of professionals to translate and realise strategy through conceptualising, developing, and implementing creative modern spatial solutions and initiatives, provide insights from collective data sources, anticipate future requirements and emerging pressures.</p>
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ works closely and collaborating with all teams across Digital and Campus Services (DCS) and the Major Projects Capital team ◆ works with key stakeholders across the University (i.e. Colleges, TAFE, Professional Services) including at senior executive level ◆ supervises the Workplace Solutions team and contractors <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ Peak bodies, professional associations and networks ◆ External contractors and consultants
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 and Brisbane. It also offers courses at partner institutions throughout Asia. Over 40,000 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. Employees who require adjustments are encouraged to discuss their needs with their line manager.

ORGANISATIONAL UNIT

Digital and Campus Services

Victoria University's Digital and Campus Services (DCS) Group is focused on high quality customer engagement with a service excellence and innovation mindset and implementing process, system, and built 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 study and work. 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 Technology
- Office of the Chief Information Security Officer (CISO)
- Business Partnering and Governance
- Estate Strategy, Planning and Delivery
- AI and Technology Delivery
- Campus Services

MAJOR TASKS AND ACCOUNTABILITIES

1. Lead institutional wide a modern workplace function and management operations (i.e spatial optimisation , project intake, relocations, briefs, feasibility, quality and compliant space inventory and systems) ensuring a strategically client focused, customer service-oriented culture.
2. Develop and implement a strategic modern workplace plan, which supports and takes forward VU's strategic aspirations combining both the physical and digital assets and eco-systems and in alignment with the University's Strategy and Operational plan
3. Lead the proactive approach to identification new opportunities, emerging space pressures and future modern workplace needs through the use of data and business intelligence to inform demand models and space scenario planning to accommodate.
4. Provide strategic and authoritative advice and evidence-based recommendations to the University's senior and executive management and ensure that appropriate, relevant and timely reporting mechanisms are implemented and conducted to University committees as appropriate.
5. Partner with P&C to provide insights into modern workplace needs and adjustments measure workplace efficiency, effectiveness, and employee experience to inform spatial initiatives to modernise existing practices (to best practice),

strategy changes, and influence policy, delivering a range of employee benefits including increased collaboration and employee satisfaction within a hybrid work environment.

6. Oversee external reporting requirements and VU's participation in activities associated to space planning including benchmarking and industry best practice (i.e. TEFMA).
7. Collaborate to develop all digital aspects necessary for a proper functioning modern workplace and management service including conceptualising and implementing management tools, systems and processes to strengthen VU's spatial data and reporting capability to provide business intelligence and support a data driven and smart technology approach.
8. Develop relevant policy, procedural and protocol documents consistent with current University legislative and policy requirements and manage the implementation of them across the University.
9. Evaluate and manage operational risk associated with areas of function, develop and oversee the implementation of strategies to mitigate risk.
10. Build and develop a high-performance team, aligned with VU's core values, collaboration and a relentlessly customer centric attitude, through effective leadership, support and feedback.
11. Develop strong strategic and collaborative relationships with key stakeholders and a deep understanding of VU's core business areas and activities (i.e. Colleges).
12. Identify, assess, prioritise and control risks to the health and safety of staff, students, visitors and contractors to the environment arising from the operation of the area under their responsibility, and ensure that a safe system of work is developed and followed through appropriate training, supervision and monitoring in line with the annual OH&S Plan.

TYPICAL/MAJOR CHALLENGES

- ◆ Building and sustaining collaborative relationships with key stakeholders across the University to ensure operations support and align with strategic priorities and objectives.
- ◆ Understanding of change management, ability to influence and lead through change to successfully implement initiatives in which has an impact on current and future modern workplace practices and behaviours. This includes understanding of the University's instruments relating to change and associated risks.
- ◆ Displaying a high level of resilience, resourcefulness and autonomy to navigate the complexities of a large and dynamic organisation, its structure, governance and administration.
- ◆ High degree of independent decision-making as well as collaborative decision-making with particular focus on planning, strategy and evaluation of continuous improvement initiatives.

LEVEL OF SUPERVISION

Operates under broad direction of the DCS Leadership team and directly from the **Director, Operational Planning & Asset Management** and will be required to manage other administrative, technical and/or professional staff.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ High level theoretical and applied knowledge in space planning, management and modern workplace optimisation within an educational or similar institutional setting.
- ◆ Excellent understanding of the various data types and sources (i.e. digital, workforce, real estate, financial, occupancy, utilisation), methodologies and metrics related to space planning and workplace optimisation.
- ◆ Excellent knowledge of relevant regulations, codes and best practices related to space including building compliance, egress, density metrics, occupational health & safety and TEFMA space guidelines.

- ◆ Extensive experience in leading a high-performance team that delivers exceptional results and customer services.
- ◆ 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: Proven expertise in the management of significant human and material resources; in addition to, in some area's postgraduate qualifications and extensive relevant experience.
2. Extensive experience in leading an organisational/institutional wide space planning function and management operations and delivering a strategically client focused, customer service-oriented culture
3. Extensive experience in leading, developing, pitching and delivering creative and strategic space/accommodation planning, analysis, workforce solution design and allocation functions in a complex organisation.
4. Extensive experience in collecting, analysing and synthesising qualitative and/or quantitative data for reporting suitable to a wide range of audiences. This includes analytical and report writing skills for senior governance, including statistical analysis and associated recommendations to senior staff.
5. 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.
6. Outstanding interpersonal skills, including conflict resolution, tact and discretion, with a capacity to negotiate outcomes with stakeholders to achieve results in an environment that is characterised by competing expectations and views. Given the diverse context in which the University operates, this includes the ability to readily adapt communication approaches with changing audiences
7. Proficiency in relevant computer applications applicable to the planning, reporting and delivery of projects, including but not limited to Microsoft Excel, Power BI and extensive experience in space management systems such as Archibus and SISfm.
8. Demonstrated ability to identify, assess, prioritise and control the OH&S risks arising from the area's operations and to manage a safe system of work.
9. 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

10. Experience within a Higher Education organisation
11. Experience with or knowledge of best practice for integrated modern workplace environments

