

Senior Manager Delivery

HEP Level 10

POSITION NUMBER	New
ORGANISATIONAL UNIT	People and Culture (P&C)
POSITION REPORTS TO	Director Operations and Safety
OVERALL PURPOSE	<p>The overall purpose of Senior Manager Delivery is to provide leadership, strategic direction and expertise for the delivery of projects and other business improvements across People and Culture (P&C). The incumbent will be responsible for development and maintenance of the P&C project portfolio, for assembling resources and managing the delivery of projects. In addition, the role is responsible for the delivery of business improvements using business as usual resources.</p> <p>This role will drive engagement, business cases, prioritisation, oversee projects and delivery of business improvement. Specifically:</p> <ul style="list-style-type: none"> ◆ Provide end-to-end oversight of the P&C delivery portfolio. ◆ Maintain visibility and prioritisation of all HR projects and initiatives. ◆ Lead development of concept briefs and funding submissions. ◆ Drive operational improvement, data visibility, and quality uplift.
ORGANISATIONAL CONTEXT AND RELATIONSHIPS	<p>Within the University the position:</p> <ul style="list-style-type: none"> ◆ Works closely with and engages other leaders across P&C, Digital Campus Services (DCS), especially technology, the Strategic Projects Office (SPO), the Data Insights team and Finance. ◆ Works closely with the P&C Leadership Team. <p>Outside the University the position liaises with:</p> <ul style="list-style-type: none"> ◆ Vendors that own and support software applications and cloud services, or provide consulting and / or other information service providers in conjunction with technology and relevant stakeholders
LOCATION/CAMPUS	The position is currently located at the Footscray Park Campus of the University. The position and incumbent may be required to relocate to any other existing or future University work locations where it conducts its operations.

People and Culture use only

Date Updated

Date Classified

KEY CAPABILITIES

Victoria University (VU) 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

VU is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, covering a broad discipline of study, and several research institutes and 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.

Vision

To be one of the leading impact-driven universities in the world by 2030.

Purpose

We are of Melbourne's west and of the world – championing progressive and excellent education, research, service and a deep commitment to Protecting Country

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

The P&C portfolio provides integrated human resources advice and support across the University. Partnering closely with internal stakeholders, we deliver strategically aligned people solutions that support the transformation of the University and help navigate the evolving world of work. We bring together deep expertise across core HR services and Centres of Excellence, including talent acquisition and management, organisational development, management, equity, health and safety, employee and industrial relations, remuneration, pay and benefits.

Through a consultative approach, we co-design and deliver holistic HR solutions that meet the unique needs of the University.

People Operations & Safety is a newly formed team within the P&C portfolio. It comprises a specialist team managing Safety; RTW and Workcover; Payroll; HR and Payroll Compliance; Recruitment operations; Portfolio Project Delivery and Systems; and Remuneration and Reward. The team plays a critical role in hardwiring excellence in everything we do, ensuring regulatory compliance requirements are met and enabling the development of an engaged, high-quality, diverse, and future-ready workforce.

This role works closely with senior leaders and People and Culture functions to deliver workforce reforms in the modern working environment, strengthening workforce planning and support, and retention strategies.

Success in this role helps create a positive, sustainable and high performing workplace, strengthening the University's ability to deliver strategic imperatives by meeting future workforce needs and adapting to modern ways of working and expectations of employees and students.

MAJOR TASKS AND ACCOUNTABILITIES

- ◆ Establishing strong relationships with internal and external clients to understand their business needs with a focus on strategic engagement and prioritisation of initiatives.
- ◆ Oversee the successful delivery of multiple projects and related initiatives in a complex and changing environment by managing a centralised portfolio register and integrated roadmap.
- ◆ Develop strategic concept briefs to meet University business needs.
- ◆ Coordinate and support project funding submissions.
- ◆ Responsible for the management of funds and people resources allocated to P&C projects and improvement initiatives.
- ◆ Act as primary liaison with DCS to align on technical feasibility, sequencing, dependencies, and resourcing.
- ◆ Work with and influence the SPO on P&C projects to secure support on intake, funding governance, scheduling, prioritisation, and capacity planning.
- ◆ Facilitate tri-party alignment across P&C, DCS, and SPO for funded initiatives.
- ◆ Monitor delivery progress, risks, issues, and dependencies.
- ◆ Coordinate internal and external resources across the portfolio.
- ◆ Facilitate governance forums and stakeholder alignment.
- ◆ Oversee continuous improvement initiatives across HR.
- ◆ Drive HR data visibility, reporting capability and data quality improvements.
- ◆ Manage cross-project dependencies and portfolio risks.
- ◆ Establish delivery performance metrics and continuous improvement practices.
- ◆ Ensure the P&C technology roadmap is always updated and advise the Chief People Officer and Director Operations and Safety on necessary investment to maintain and drive ongoing benefits for P&C and the University.

TYPICAL/MAJOR CHALLENGES

- ◆ Set and manage priorities in a complex setting.
- ◆ Create realistic plans and maintain project momentum and oversight within P&C across major, compliance and operational projects.
- ◆ To deliver improvements across a wide variety of P&C functions and initiatives.
- ◆ Establish strong relationships throughout P&C and outside the portfolio.
- ◆ Work within existing Finance, SPO and DCS structures to lead the initiatives that are important for P&C to deliver on their priorities to the organisation and its people.
- ◆ Maintain clarity and alignment between P&C and other internal functions, such as Finance on funding approvals and forecasts.
- ◆ Adhere to all standard internal and external operating policies, procedures, and performance indicators relevant to role and department.

LEVEL OF SUPERVISION

- ◆ Operates under the broad direction of the Director Operations and Safety.
- ◆ High overall degree of autonomy to influence within P&C and across the organisation on P&C project priorities.
- ◆ Directly manages highly skilled specialists. Will be required to manage other administrative, technical and/or professional staff from time to time.

PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Experience in transitioning legacy systems and applications into modernised business solutions.
- ◆ Knowledge and sound understanding of University operations, governance, and decision-making processes, and including quality assurance policies and procedures and other relevant legislative requirements.
- ◆ Experience in managing staff, programs and projects to ensure effective and efficient delivery and development of services for the University.
- ◆ Bring knowledge of the external environment for new approaches to apply to meeting the University's strategic aims.
- ◆ Project management and delivery of key cross functional and enterprise level projects.

KEY SELECTION CRITERIA

Essential

1. Tertiary qualified and excellent communication (written and verbal) and interpersonal skills.
2. Demonstrated extensive experience managing a portfolio of projects and initiatives, including prioritisation, governance, and delivery oversight.

3. Proven experience developing concept briefs, business cases, or funding submissions.
4. Strong capability to use high level theoretical and applied knowledge to engage and influence stakeholders across business, technology, and central project functions.
5. Proven expertise in managing significant human and material resources.
6. Experience in assembling resources (internal and external) to contribute to projects including project management, business analysis, change management and test management as required.
7. Experience in working collaboratively with technology functions (e.g. DCS) to align on architecture, feasibility, sequencing, and resourcing.
8. Experience working with a central project office or equivalent governance body (e.g. SPO) including intake, prioritisation, and reporting processes.
9. Demonstrated ability to manage risks, dependencies, and competing priorities across multiple workstreams.
10. Strong analytical capability with experience driving data-informed decision making and improving reporting/data quality.
11. Excellent communication skills with the ability to present complex information clearly to senior stakeholders.
12. 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

13. Prior experience as a Manager in a University setting.
14. Qualifications in project and portfolio management methodology.

Organisational Chart

