

UNIVERSITY OF OTAGO
ŌTĀKOU WHAKAIHU WAKA

JOB DESCRIPTION

ROLE TITLE:	Programme Manager
DEPARTMENT:	Transformation and Improvement
SCHOOL / DIVISION:	Operations Division
REPORTS TO:	Head of Transformation and Improvement
DIRECT REPORTS (FTE):	5 – 10
INDIRECT REPORTS (FTE):	Nil

1. PRIMARY PURPOSE OF THE ROLE:

This role leads the development and delivery of large, multi-year, strategic programmes to effect University wide change.

The role acts as a conduit between strategy and operations – ensuring strategic alignment and beneficial change in the context of an evolving business environment. It requires effective co-ordination of the programme's projects and management of their inter-dependencies including oversight of any risks and issues arising. It also includes the co-ordination of new University capabilities to enable effective change and realisation of projected benefits.

The role actively contributes to a high-performance team environment, provides excellent customer service and identifies opportunities to continually improve programme and project management maturity across the University.

2. ACCOUNTABILITIES:

- Ensure alignment with business drivers, goals and strategy by monitoring and improving the linkage between the University's strategic direction and the programme activities and tranches required to achieve these strategic objectives.
- Enable senior management to better monitor, direct and control the implementation process through establishing an effective programme environment with appropriate defined governance and delivery frameworks.
- Monitor, review, and report on programme status ensuring frequent communication with stakeholders. Escalate to management and/or steering committees as needed.
- Monitor and manage all aspects of programme implementation, including risk and contingency management, benefits realisation, project impact and quality measures. Manage changes to the programme blueprint, project dossier, benefits profile, schedule, and costs using appropriate verification techniques.
- Manage the programme's budget and monitor expenditure against delivered and realised benefits as the programme progresses.

- Establish and maintain effective stakeholder relationships through effective communication, negotiation, and issues management, and manage complex stakeholder relations, expectations, competing priorities and deadlines. Regularly seek feedback from stakeholders to gauge satisfaction and service quality.
- Facilitate coherent communication of overall goals and direction both internally and externally to the programme. Target management attention clearly on the realisation of benefits that are defined and understood at the outset and achieved through the lifetime of the programme and beyond.
- Within the programme, identify interdependencies and leverage resources to maximise efficiencies. Consider the implications of a wide range of complex issues and adjust work priorities when necessary.
- Enable the bundling of related projects together to create a greater leverage or achieve economies of scale if appropriate.
- Facilitate, develop, prepare, and deliver programme management plans and documentation, including identifying, defining and detailing its dossier.
- Engage and influence senior and key stakeholders in the development, communication and future revisions of the programme masterplan. Assist the University of Otago Project Management Office (UOPMO), Business Case Leads and Project Sponsors with the development of the business cases for the projects within the programme.
- Work with the UOPMO to ensure that appropriate quality assurance activities and procedures are in place.
- Facilitate effective knowledge transfer by providing means to identify and improve upon transferable lessons. Facilitate organisational learning and contribute to UPPMO's post implementation reviews to capture individual project learning in a meaningful way for organisational knowledge sharing.
- Facilitate the appointment of individuals to project teams and facilitate genuinely effective co-operation and shared learning between project managers.
- Maintain oversight of large tender, contract and procurement plans, processes, and documentation within the programme. Ensure resource over the programme is optimised and resource availability and market dynamics risk and issues are mitigated. Make client and programme focused recommendations regarding contract matter.
- Contribute to and participate in processes and systems improvement initiatives, including Project Management Office initiatives. Be innovative and provide feedback and develop systems (where applicable).
- Perform Departmental Health and Safety Officer (DHSO), first aid and/or fire warden duties (if required); and ensure reasonably practicable steps are taken to create a safe and healthy work environment.

3. KEY RELATIONSHIPS:

Internal

- Programme/Project sponsors and associated staff.
- Executive leaders, leaders and managers.
- Committees with a review/endorsement/approval role regarding the approval of business cases, capital expenditure and policy changes.
- Project teams.
- UOPMO.
- Students.

- Academic staff.
- Professional staff.

External

- Relevant government agencies, senior officials or executives, or institutions (e.g. DHB).
- External companies and consultants.
- Ngāi Tahu and other Iwi Partners.

4. QUALIFICATIONS & EXPERIENCE:

Essential

- A relevant tertiary level qualification (in project management, information technology or a relevant business discipline) and/or recognises qualification(s) appropriate to the role (e.g. MSP).
- 8+ years' experience in delivering large multi-faceted programmes with complex stakeholder engagement and communications requirements. This includes executive & senior strategy leaders.
- Demonstrated leadership and strong people management skills in a complex operating environment with high level strategic involvement.
- Demonstrated experience in providing successful leadership to both multi-disciplinary project teams and complex projects.
- Experience in leading large scale and complex business system and structural change.
- Demonstrated commercial and business acumen.

Preferred

- Postgraduate qualification and/or a recognised professional credential relevant to the role.
- Experience within the tertiary education sector.

5. TECHNICAL SKILLS & KNOWLEDGE:

Essential

- Ability to take a "helicopter view" of the projects and maintain focus on the overall outcomes and benefits of programmes. Manage details while taking a holistic, benefits-focused view of the programme.
- Demonstrated competency (i.e. programme identification, planning, managing, reviewing & redefining, closure, etc.) in Governance, Blueprint & Vision Development, Stakeholder Management & Engagement, Strategic Alignment, Benefits Management, Life Cycle Management, Cost Management, Business Change Readiness, Risk Management, Communications Management and Procurement Management within a similar programme/project environment.
- Demonstrated skills working with Programme Management systems and tools.
- High degree of computer literacy and numerical data analysis skills – Intermediate Excel.
- Excellent financial acumen and reporting skills with fluency in preparing spreadsheets, managing budgets and understanding financial information.
- Skilled in managing complex resource models.

6. DIRECT BUDGET ACCOUNTABILITY:

Nil – Oversight of budgets up to \$10m.

7. MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

This is likely to include supporting positive partnership-based relationships with Iwi, demonstrating cultural competence as it relates to the workplace, and developing an inclusive and equitable environment.

8. PACIFIC STRATEGIC FRAMEWORK:

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

9. HEALTH & SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

10. SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, driving change for a long-term sustainable future, supporting sustainable development as described by the United Nations Sustainable Development Goals. The programme manager will be expected to leverage their relationships maximising opportunities presented in the programme to support social and environmental sustainability within the mandate of the programme.