

## JOB DESCRIPTION

# Specialist Projects

<b>ROLE TITLE</b>	Specialist Projects
<b>SECTION/DIVISION:</b>	Transformation and Improvement, Operations Division <i>or</i> Marketing Services, External Engagement
<b>REPORTS TO:</b>	Head of Transformation and Improvement <i>or</i> Manager Programme Delivery <i>or</i> Manager Web Experience
<b>DIRECT REPORTS (FTE):</b>	Up to 4FTE
<b>INDIRECT REPORTS (FTE):</b>	Nil
<b>PRIMARY PURPOSE OF THE ROLE:</b>	<p>Manage and provide a range of high-level professional business and project specialist services to ensure a project or programme of projects (normally an initiative in the Transformation and Improvement portfolio) achieves its investment objectives. The role also provides high-quality strategic support for the Programme/Project Manager within their area of niche professional expertise.</p> <p>The role will guide and develop a supportive and high-performance programme/project team culture focused on providing an excellent customer experience. A strong strategic focus and stakeholder service orientation is critical to the success of the role.</p>
<b>ACCOUNTABILITIES:</b>	<p>In consultation with key stakeholders, anticipate priorities, and contribute to project/programme specific strategic, development and planning processes. Lead the implementation of applicable delivery plans for the projects/programmes in area of project expertise. Contribute to the portfolio planning processes ensuring alignment with objectives and likely future requirements.</p> <p>Display and model good leadership to inspire direction and delivery, develop people and drive change.</p> <p>Ensure projects/programmes are well managed through the project life cycle by supporting project/programme managers to plan, schedule, coordinate and manage specific initiatives whilst taking on certain task management elements of individual projects/programmes as they arise. Support senior staff with aspects of managing our overall project portfolio.</p> <p>Prepare, manage and review complex designs, documents and other artefacts including submissions, briefings, discussion papers, business cases, proposals and reports and ensuring comprehensiveness, accuracy and timeliness to support the achievement of business requirements.</p> <p>Research, analyse, collate and provide advice, information and reports on diverse and complex policy, legislation, planning and operational matters to facilitate informed decision making and planning. Support development of key project/programme plans, including but not limited to delivery, benefits realisation, stakeholder engagement, change management, assurance and finances.</p> <p>Respond flexibly to changing circumstances, (where applicable) deploy resources astutely ensuring effective delivery of area of project/programme focus and identify optimum resourcing combinations. Create a flexible environment that enables others to meet changing demands.</p>

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Be a key liaison between the project/programme and stakeholders to ensure the delivery and integration of high-quality advice and project/programme support by areas such as finance, IT, human resources, communications, marketing, business intelligence and reporting, and support related services (where applicable). Proactively foster and maintain positive relationships with a variety of stakeholders, with an accountability to identify and contribute to innovation and continuous improvement of those services.

In the context of the area of project/programme change/remit, develop, monitor, implement and evaluate operational and administrative practices, systems and procedures to optimise efficiency; continually improve the customer experience through service design and delivery, and regularly seek feedback from stakeholders to gauge satisfaction, service quality, accessibility and responsiveness.

Implement quality control processes and procedures for area of project/programme expertise. Ensure appropriate and timely remedial action is taken where necessary and communicated appropriately, including correct escalations.

Foster and sustain good business relationships and networks with internal functional areas and external organisations to achieve constructive partnerships at a strategic and project/programme operational level. Manage any applicable third-party contributions to the project/programme in area of specialist subject matter expertise.

Develop and maintain strong positive relationships with the executive leader(s) and senior management within the area of project/programme expertise. Ensure that the interests of the project/programme are represented and aligned with strategic objectives; and receive an integrated and seamless suite of specialist services. Report on and effectively communicate information in a way suited to the audience, ensuring key information is highlighted to support decision making.

Encourage collaboration and cross-pollination across projects and programmes for efficiency. Manage both the dependencies and the interfaces between projects relevant to area of subject matter expertise. Initiate extra activities and other management interventions wherever gaps in the project/programme are identified or issues arise. Strategically connect and direct the team's work providing support and guidance and be an escalation point for issues for area of specialist expertise.

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**KEY RELATIONSHIPS:**

Internal

Senior Responsible Owners (Senior Leadership Team members)  
University executive leadership and senior management  
Programme and Project governance boards  
Programme and Project teams  
Project sponsors  
Enterprise Project Management Office (EPMO)  
ITS  
Clients, customers (students, academic staff, professional staff)  
Transformation and Improvement colleagues  
Strategy, Analytics and Reporting Office (SARO).

External

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

**QUALIFICATIONS AND EXPERIENCE:**

Essential

Tertiary level qualification or recognised qualification(s) appropriate to the role. Significant experience working in a busy and complex project management environment where high levels of service delivery are expected. Considerable experience in managing the delivery of high-quality project/programme outputs and team performance. Considerable experience working in environments with complex stakeholder engagement and communications requirements. This includes working with executive and senior strategy leaders. Proven track record of successfully delivering large scale and complex process, system, and structural change working with multi-disciplinary teams on complex programmes and projects. Proven ability to work collaboratively across an organisation to deliver programmes and projects successfully and to challenge and remove any unnecessary barriers to service delivery. Demonstrated commercial and business acumen.

Preferred

Experience of working within the tertiary sector.

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**TECHNICAL SKILLS AND KNOWLEDGE:**

Essential

Niche subject matter expertise applicable to the specialist role and specific engagement (see advert and appended profile of representative skills to deliver the role effectively).

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**SPECIAL REQUIREMENTS:**

Nil

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**DIRECT BUDGET ACCOUNTABILITY:**

Nil

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**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.

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**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.

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**HEALTH AND 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.

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**SUSTAINABILITY:**

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

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**EQUITY AND DIVERSITY:**

Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.

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**CAPABILITY FRAMEWORK:**

Capability Group	Capability Name	Level
<b>ENGAGE</b>	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
<b>ENABLE</b>	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
<b>PERSONAL ATTRIBUTES</b>	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
<b>PEOPLE MANAGEMENT</b>	Manage and Develop Capability	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Work Outcomes	Intermediate
	Change and Innovation	Adept
<b>LANGUAGE AND CULTURE</b>	Te Reo	Intermediate
	Tikanga Māori	Intermediate

## CAPABILITY FRAMEWORK DESCRIPTORS

### Specialist Projects

#### ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others, and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
ADEPT	ADEPT	ADEPT	ADEPT
<p><b>Adept</b> Tailor communication to the audience</p> <p>Clearly explain complex concepts and arguments to individuals and groups</p> <p>Actively listen to others and clarify own understanding. Create opportunities for others to be heard</p> <p>Write fluently in a range of styles and formats. Prepare written material that is well structured and easy to follow by the intended audience.</p>	<p><b>Adept</b> Take responsibility for delivering high quality customer-focused services</p> <p>Understand customer perspectives and ensure responsiveness to their needs</p> <p>Identify customer service needs and implement solutions</p> <p>Find opportunities to connect and co-operate with internal and external parties to improve outcomes for customers</p> <p>Maintain good relationships with key customers in area of expertise</p>	<p><b>Adept</b> Encourage a culture of recognising the value of collaboration</p> <p>Build co-operation and overcome barriers to information sharing and communication across teams and work units</p> <p>Share lessons learned across teams and work units</p> <p>Identify opportunities to work collaboratively with other areas to solve issues and develop better processes and approaches to work</p>	<p><b>Adept</b> Negotiate from an informed and credible position</p> <p>Lead and facilitate productive discussions with staff and stakeholders</p> <p>Encourage others to talk, share and debate ideas to achieve a consensus</p> <p>Pre-empt and minimise conflict. Recognise and explain the need for compromise</p> <p>Influence others with a fair and considered approach and sound arguments</p>

## ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
ADVANCED	ADEPT	ADVANCED	ADEPT
<p><b>Advanced</b> Be accountable for outcomes and drive a culture of achievement and acknowledge input of others. Seek and apply the expertise of key individuals to achieve organisational outcomes</p> <p>Investigate and create opportunities to enhance the achievement of organisational objectives</p> <p>Ensure others understand that on-time and on-budget results are required and how overall success is defined. Progress organisational priorities and ensure effective acquisition and use of resources</p> <p>Control output of work unit(s) to ensure organisational outcomes are achieved within budget</p>	<p><b>Adept</b> Take into account future aims and goals of the team/work unit and organisation when prioritising own and others' work</p> <p>Initiate, prioritise, discuss and develop team/work unit goals, strategies and plans</p> <p>Anticipate and assess the impact of changes, such as organisational strategy/economic conditions, on team/work unit objectives and initiate appropriate responses</p> <p>Monitor and evaluate achievements and adjust future plans accordingly</p>	<p><b>Advanced</b> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues</p> <p>Engage in critical analysis of complex issues, weigh up alternatives and identify the most effective solutions, taking into account the wider organisational context</p> <p>Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements</p> <p>Implement systems and processes that underpin high quality data gathering and analysis</p>	<p><b>Adept</b> Ensure that actions of self and others are focused on achieving organisational outcomes</p> <p>Assess work outcomes and identify and share learnings to inform future actions. Exercise delegations responsibly</p> <p>Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks</p> <p>Understand and exercise integrity and due diligence with budgets, University monies and other resources</p>

PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach, and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience, and perspectives</i>
ADEPT	ADEPT	ADEPT	ADEPT
<p><b>Adept</b> Be flexible, show initiative and respond quickly when situations change</p> <p>Give constructive and honest feedback and advice using appropriate manner and tone</p> <p>Listen when ideas are challenged, seek to understand the nature of the challenge and respond constructively</p> <p>Raise and work through challenging issues and seek alternatives</p> <p>Keep control of own emotions and stay calm under pressure and in challenging situations</p>	<p><b>Adept</b> Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism within the team/work unit</p> <p>Set an example for others to follow and identify and explain ethical issues pertaining to work activity. Ensure others clearly understand the legislation and policy framework within which they operate</p> <p>Act to prevent and report misconduct and inappropriate behaviour</p>	<p><b>Adept</b> Look for and take advantage of opportunities to learn new skills and develop strengths</p> <p>Show commitment to achieving challenging goals</p> <p>Examine and reflect on own performance and areas for improvement. Encourage feedback from colleagues and stakeholders</p> <p>Demonstrate a high level of personal motivation and maintain own motivation when tasks become difficult</p>	<p><b>Adept</b> Seek to promote the value of diversity for the organisation</p> <p>Recognise and adapt to individual differences and working styles</p> <p>Support initiatives that create an environment in which diversity is valued</p>

PEOPLE MANAGEMENT

Manage and Develop Capability	Inspire Direction and Purpose	Optimise Work Outcomes	Change and Innovation
<i>Engage and motivate staff and develop capability and potential in others</i>	<i>Communicate goals, priorities and vision and recognise achievements</i>	<i>Manage resources effectively and apply sound workforce planning principles</i>	<i>Support, promote and champion change, and assist others to engage with change</i>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	ADEPT
<p><b>Intermediate</b> Ensure that roles and responsibilities are clearly communicated</p> <p>Develop team capability and recognise and develop potential in people</p> <p>Be constructive and build on strengths when giving feedback</p> <p>Identify and act on opportunities to provide coaching and mentoring</p> <p>Recognise performance issues that need to be addressed and work towards resolution of issues</p>	<p><b>Intermediate</b> Assist team to understand organisational direction and explain the reasons behind decisions</p> <p>Ensure the team/work unit objectives lead to the achievement of outcomes that align with organisational strategy, policies and services</p> <p>Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</p> <p>Recognise and acknowledge individual and team performance</p>	<p><b>Intermediate</b> Develop team/work unit plans that take into account team capability and strengths</p> <p>Plan and monitor resource allocation effectively to achieve team/work unit objectives</p> <p>Ensure team members work with a good understanding of work principles as they apply to the work area</p> <p>Participate in wider work unit workforce planning to ensure the availability of capable resources</p>	<p><b>Adept</b> Actively promote change processes to staff and participate in the communication of change initiatives across the work unit(s). Seek and foster new ways of doing things</p> <p>Provide guidance, coaching and direction to individuals and others managing uncertainty and change</p> <p>Identify cultural barriers to change and implement strategies to address these</p>

## LANGUAGE AND CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the workplace</i>
INTERMEDIATE	INTERMEDIATE
<p><b>Intermediate</b>            Demonstrate use of te reo Māori words and phrases in appropriate work place settings</p> <p>Has prepared and can communicate accurately own mihi if required in the work place context</p> <p>Take part in opportunities to practice and extend own language capability</p>	<p><b>Intermediate</b>            Understand the University's Māori Strategic Framework and incorporate its principles appropriately in work place activities</p> <p>Demonstrate an appropriate workplace understanding and awareness of tikanga Māori</p> <p>Has knowledge of the Articles and Principles of Te Tiriti o Waitangi</p> <p>Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi</p>