



Executive Director, Enabling Services Reform

Position Details

Position Title:	Executive Director, Enabling Services Reform
College/Portfolio:	Operations
School/Group:	Office of the Chief Operations Officer and Vice-President
Campus Location:	Based at the Melbourne campus but may be required to work and/or be based at other campuses of the University.
Classification:	Executive
Employment Type:	Fixed term (3 years)

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university. <https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences.

The portfolio incorporates the following functions: Data & Analytics (D&A), Finance, Information and Technology Services (ITS), Governance, Legal and Strategic Operations (GLSO), Office of the Chief Operating Officer (OCOO), People function and Property Services Group (PSG).

The portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT Knowledge with Action Strategy to life. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

Position Summary

Reporting to the Chief Operating Officer and Vice-President, the Executive Director, Enabling Services Reform (ESR) is responsible for designing, implementing, and leading enabling functions service reform across RMIT that includes fit for purpose service delivery models centered around a service culture mindset, technology enablement, optimisation and alignment with strategic priorities of the University.

The role also includes oversight of the team responsible for governance and program management of the strategic projects. This position will also lead the Service Connect function to future state of maturity and adoption in opportunity areas across the University.

The role will be a natural collaborator, working across the Portfolios and Colleges to shape and deliver sustainable enabling services, underpinned by robust program management and governance to drive accountability in achieving enterprise level reforms.

Reporting Line

Reports to: Chief Operating Officer and Vice-President

Direct reports: 3-5

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working. Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Design, develop and lead an enterprise-wide program of service delivery reform, influencing and facilitating change through a variety of levers including data, best practice and collaborative leadership to drive innovation and operational effectiveness across the University.
- Promote a culture of excellence, innovation and continuous improvement by challenging the current way we do things and identify opportunities to anchor digitalisation transformation as well as simplifying and disposing of obsolete and legacy processes, systems and approaches.
- Lead the ESR Office in its role as a central point of monitoring major reform programs, including embedding benefits realisation.
- Partner with key leaders to identify, plan, resource and deliver significant reform projects as part of the program

- Establish and deliver a communication and engagement strategy over the life of the program that maintains the buy-in and confidence of a diverse range of stakeholders
- Establish the structure to set up and manage multiple strategic initiatives at scale with consistent portfolio execution and governance approaches, driving change management efforts and ensuring value in delivery.
- Provide updates and authoritative advice to the Vice Chancellor, Chief Operating Officer and other key stakeholders regarding transformation progress and performance, benefits realisation and business readiness.
- Prepare and present leadership papers, management briefs and high-level correspondence to key stakeholders in relation to the strategic projects in train.
- Oversee and provide strategic direction and vision to deliver multi-year reform programs by leading, encouraging and inspiring efforts across implementation teams.
- Responsible for driving the Service Connect function to future state of maturity and adoption in opportunity areas across the University leveraging best practices and data.
- Build and maintain strong working relationships with College, Portfolio and other RMIT wide stakeholders to facilitate collaboration and support the university's mission.
- Foster a positive work environment that encourages collaboration, innovation, and employee engagement, while aligning the team with the University's values and mission.
- Lead, influence, and role-model a culture of open engagement, collaboration and cooperative leadership beyond functional boundaries.
- Establish and implement monitoring, reporting and review processes to ensure benefits realisation is maintained.

Key Selection Criteria

1. Extensive experience in successfully driving transformation and continuous improvement programs at scale.
2. Exceptional influencing and relationship building skills at the enterprise level.
3. Extensive experience in driving improvements in stakeholder experience, digital enablement, systemic simplification of access to services and processes and systems that lead to service experience improvements.
4. Deep expertise in designing and leading operating model transformations that includes success in building strong relationships and support for initiatives, working collaboratively to align activity and resources to deliver strategic objectives.
5. Extensive experience leading, project managing and delivering the design, development and communication of strategic projects and initiatives.
6. Proven leadership experience at a senior level; together with flexibility, capacity to adapt to changing circumstances and environments and, when necessary, navigate through ambiguity.
7. Excellent interpersonal and communication skills with outstanding negotiating and conflict resolution skills and a demonstrated level of tact and discretion in dealing with a variety of matters.
8. Excellent written skills in the preparation of complex papers and reports.
9. A track record of building credibility at all levels of the organisation, including the ability to present and engage with senior executive teams and at Board level.
10. Demonstrable people leadership skills, including general management skills to lead a diverse team, and strong resource management skills including a demonstrated ability to build effective, high-performing teams.

Qualifications

Tertiary qualifications in a relevant discipline