



Position Description – Program Delivery Lead

Position Details

Position Title:	Program Delivery Lead
College/Portfolio:	Policy, Strategy & Impact
School/Group:	RMIT Activator
Campus Location:	Based at the city campus, however may be required to work and/or be based at other campuses of the University.
Classification:	Hew 7
Employment Type:	Fixed Term Contract
Time Fraction:	1.0

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, Bundoora and Point Cook, 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

Policy, Strategy & Impact (PSI) Portfolio & RMIT Activator

The Policy, Strategy and Impact Portfolio provides focus and momentum for the projects and priorities that have been identified in Knowledge with Action: RMIT's Strategic Plan to 2030.

It provides support for the implementation of the RMIT Strategy with a particular focus on delivering impact through public policy and government engagement, innovative practice in organisational capability and skills development, innovation and entrepreneurship and the development of new collaborations and partnerships. PSI has been a focal point for the development of significant investment projects and precincts which focus on urban innovation for the future of Melbourne such as the Melbourne Innovation Districts partnership between the City of Melbourne, The University of Melbourne and RMIT and the Cremorne Digital Hub.

RMIT Activator activates knowledge and generates impact through entrepreneurship. Our mission is to empower founders, ventures and communities to deliver global impact, at scale, ensuring sustainability of people and planet into the future. We do this through a suite of entrepreneurial skills and venture support programs and services and large-scale impact projects and partnerships.

RMIT Activator is a partner on a number of collaborative, externally funded projects with public and private partners seeking to drive sustainable economic impact and empowerment across a diverse range of communities and contexts. RMIT Activator provides innovation and entrepreneurship as platforms to achieve these aims, designing and delivering a range of engagements and programs to uplift innovation and entrepreneurial capabilities and generate sustainable impact and outcomes.

Position Summary

The Program Delivery Lead role will manage the delivery process of multiple related projects/programs and services within Activator's product suite with the intention of streamlining processes, optimise resourcing and enable scale and growth. This role has the overarching aim of continuous improvement of Activator programming, its quality and customer satisfaction. The role will work in cross functional agile teams, bringing together resources from across Activator and beyond, required to deliver successful programs. Delivery Leads will have a thorough understanding of the entrepreneurial journey and the ability to scale products and services.

Hours of work are flexible however, the position will, from time to time, require working outside of scheduled hours in order to attend Activator experience events.

Reporting Line

Reports to: Head of Operations

Direct reports: N/A

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.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

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

1. Actively contribute to Activator's annual operational planning process, including the production of a yearly operating plan, and detailed monthly sprint plans in conjunction with the leadership team in order to create transparency of progress against plan.
 2. Based on experience feedback, inform and drive the delivery roadmap for Activator programs and services in close consultation with product/ education and commercial/ partnership teams.
 3. Coordinate the delivery of Activator projects and programs using appropriate agile project management methodology in order to translate product offerings into relevant and valuable experiences
 4. Lead and assemble collaborative, dynamic planning processes as well as facilitate project/ agile team retrospectives to allow for frequent iteration of programs and resources.
 5. Through working in an agile matrix structure, ensure all Activator programs and services are delivered within budget and time constraints, prioritising work against capacity and capability of the broader team.
 6. Foster an active culture of collaboration and transparent communication with a well a defined vision and shared goals through building and maintaining strong, constructive relationships with key internal staff across Activator and its broader stakeholders.
 7. Maintain a growth mindset and a strong understanding of Activator's overarching strategic direction in order to drive growth and enable scalability through streamlining processes and systems.
 8. Inform decision making around tools and systems used in program delivery to ensure cohesive and streamlined processes are maintained across all programs, capturing consistent data and providing additional insights.
 9. Coordinate the completion of reporting requirements such as Council and Board Reporting, updating, checking and amending reports and ensuring deadlines are met. Manage program participant feedback and provide advice on program and process improvements.
 10. Any other duties as assigned by the Head of Operations to ensure the successful delivery of the Activator Experience.
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Key Selection Criteria

1. Demonstrated experience specifically focused on project or program management/coordination, communicating complex concepts, designing and managing processes in a manner easily understood by a broad range of stakeholders.
2. Excellent organisational, prioritisation and analytical skills.
3. Ability to work under pressure, manage multiple programs and projects and achieve deadlines.
4. A strong team player, whilst also comfortable with working autonomously.
5. Have a human-centric approach to achieving objectives and pre-set outcomes.
6. Excellent interpersonal skills with the ability to coach and direct work.
7. Demonstrated high level of computer literacy across the Microsoft suite, Adobe and ability to learn and adapt to new platforms.
8. Solutions focused with a continuous improvement mindset.
9. Previous experience in a start-up environment preferred.

- 10. Proven track record of taking ownership and driving results. Ability to effectively lead and work with a variety of organizations, management levels, cultures, and personalities

Qualifications

- Bachelor’s Degree in business, communications, marketing, or information technology management and/or equivalent experience.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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