



Position Description – Delivery Operations Manager, Programs & Delivery

Position Details

Position Title:	Delivery Operations Manager, Programs & Delivery
College/Portfolio:	College of Vocational Education
School/Group:	Programs and Delivery
Campus Location:	Based at the City campus, but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 10A
Employment Type:	Continuing
Time Fraction:	1.0 FTE

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 91,000 students and 11,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

Our purpose is to offer life-changing experiences for our students, and to help shape the world with research, innovation, teaching and industry engagement. With strong industry connections forged over 130 years, collaboration with industry remains integral to RMIT's leadership in education, applied and innovative research, and to the development of highly skilled, globally-focused graduates.

With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

We are also committed to redefining our relationship in working with and supporting Aboriginal 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

We're proud to share with you:

- The launch of our second [Reconciliation Plan for Dhumbah Goorowa– a “commitment to share” - an important step in our reconciliation journey.](#)
 - RMIT University is an **Athena SWAN** member with Bronze Award accreditation and the College of Science, Engineering and Health is central to driving improvements in gender equality, diversity and inclusion, particularly in the Science, Technology, Engineering, Mathematics and Medicine (STEMM) disciplines.
 - RMIT was placed **10th in the 2019 Randstad Employer Brand Research Awards**, up five spots from 2018.
 - We were named as an **Employer of Choice for Gender Equality** by the Workplace Gender Equality Agency three years in a row!
 - We achieved **Gold Employer status for LGBTIQ** inclusion in the Australian Workplace Equality Index (AWEI) in 2018, 2019 and 2020.
 - We were recognised as a **top five employer in 2018 for workplace accessibility** by the Australian Network on Disability and awarded with **Disability Confident Recruiter Accreditation** in 2020.
 - In 2020, RMIT University has become the first Australian institution to receive the **HR Excellence in Research Award**, recognized by the European Commission.

RMIT Standings in university rankings

We are ranked **#1 in the world** for our efforts to reduce inequality in the Times Higher Education (THE) Impact Rankings 2020.

RMIT has a deep commitment to innovation, research and teaching, we are a 5-Star university under the QS Stars international evaluation system and are **223rd globally in QS World University Rankings 2021** (moved up 15 places compared to 238th last year), being also 18th in the world among universities less than 50 years old (2014 QS Top 50 Under 50 index). Additionally:

- In the 2020 QS World University Rankings by Subject, RMIT was positioned 11th in the world (highest ranked in Australia) in Art and Design, 22nd in the world (fourth highest in Australia) in Architecture and the Built Environment, and 37th in Media and Communications. We are also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Mechanical, Aeronautical and Manufacturing); Accounting and Finance; and Business and Management Studies).
- In the 2020 QS Rankings by Subject, RMIT was ranked 11th in the world and number one in the Asia Pacific for Art and Design, and 26th in Architecture and the Built Environment. RMIT is also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Computer Science and Information Systems); Accounting and Finance; Business and Management Studies; and Communication and Media Studies. The 2018 Shanghai Ranking's Global Ranking of Academic Subjects highlighted RMIT's strength in Engineering and Technology in particular.
- In the specialised rankings, RMIT is ranked 77th in the QS Graduate Employability Rankings 2020 and 82nd in the inaugural Times Higher Education University Impact Rankings 2019.
- RMIT has moved up 51 places in the 2021 Times Higher Education World University Rankings, strengthening its reputation as a leading global university. The University has leapt more than 150 places since 2015 and is now ranked in the **top 301-350 band**.
- RMIT continued its strong performance in the 2020 CWTS Leiden Ranking, which ranks the world's top research-intensive universities, moving up 21 places to be ranked **293rd globally** on

proportion of international publications, and **ranking 225th** on proportion of top 5% publications, up 120 places from 2019.

For more information, visit www.rmit.edu.au/about

College of Vocational Education

The purpose of RMIT's College of Vocational Education is to empower learners and our industry, community and government partners to succeed in the new world of work. Our five-year strategic roadmap, [ALiVE@RMIT](#), purposefully guides everything we do in vocational education to deliver our vision: to position RMIT as a leading multi-sector provider with global impact and influence.

Led by our Deputy Vice Chancellor, the College of VE is reimagining how we deliver vocational education to create unique experiences for our students and partners, so we can:

- lead in practice-based learning
- empower learners for the future of work
- engage industry and community at scale
- grow for impact and influence

The College of VE is delivering impact through transformation that creates long-term change.

Programs & Delivery

With robust ties to industry through effective engagement and deep collaboration, the College of VE provides rich discipline knowledge and a learning and teaching delivery model that aligns to future student and industry needs. Our discipline clusters strengthen the multi-sector advantage, while fostering deeper collaboration between disciplines.

Position Summary

The Delivery Operations Manager, Programs & Delivery will be responsible for providing high level support and strategic advice to the ADVC SL&D, and for leading a range of key initiatives and cross-cluster processes to drive operational effectiveness and delivery compliance for the College of VE. This will include providing strategic advice on specific initiatives, supporting the achievement of the portfolio's strategic and annual operating plans with a specific focus on academic and teaching program support. The role will have oversight of workforce planning activities, the academic lifecycle and will support the VE LT on operationalising key activities that align to the academic calendar.

The role will liaise and consult with Cluster Directors and other senior leaders across the College to provide feedback, progress and reports on Portfolio developments and projects for key meetings and key activities within the portfolio.

The role is a key communication conduit within the College, and is expected to source, analyse and interpret a range of data sets to initiate coordinated responses across P&D teams and lead cultural and work practice change as required to support College strategic direction. Through the effective planning and implementation of key initiatives across all clusters, the Delivery Operations Manager, P&D will make a significant contribution to the management and direction of CoVE. The incumbent will represent Programs and Delivery and/or CoVE on University-wide committees and project groups providing deep knowledge of CoVE program requirements and representing the diversity of P&D teams' operating contexts.

Reporting Line

Reports to: ADVC SL&D, CoVE

Direct reports: 0

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

1. Provide high level strategic advice to the ADVC SL&D on cross-College thematic processes and key initiatives to improve operational performance such as staffing levels, workload allocation, intake management and reject mitigation processes.
2. Initiate, plan, lead and manage major projects relating to College and Industry cluster operations, including workforce planning initiatives, product lifecycle and key academic initiatives and recommending change where required.
3. Source data from a range of sources to problem solve and identify areas of operational improvement.
4. Coordinate cross-College responses and support cluster Directors to implement key initiatives to improve College operational performance.
5. Represent CoVE and the diversity of delivery contexts, working with stakeholders across the College and University to ensure a holistic approach to the delivery of compliant, student-centred and client focused services.
6. Prepare non-standard reports to support Executive in decision making, and to monitor and report on key initiatives.
7. Proactively seeking out opportunities for innovation in process and service improvements, including operational and financial efficiencies and develop frameworks, processes and systems, with the client experience (students and staff) at the centre.
8. Lead workforce planning for the program and delivery groups, responding and anticipating quarterly, semester and annual workforce cyclical activities – including Workload Planning, KPI's and Annual Operating Plan implementation and progress reporting.
9. Ensure the alignment and development of College systems, services and processes that support program delivery, student success and the management of improvement projects.
10. As a member of CoVE's Programs and Delivery leadership team, assist in promoting an organizational culture that encourages top performance and high morale, participating in mentoring and training others when required.
11. Other duties as directed within the scope of this classification.

Key Selection Criteria

1. Extensive experience in providing high-level support and strategic advice at Executive level.
2. Demonstrated experience and expertise in the management and delivery of services within a complex organisation, in the tertiary education sector, including familiarity with apprenticeship and traineeship delivery.
3. Demonstrated experience in the areas of change management and project delivery.
4. Demonstrated experience in a position requiring strong influencing, interpersonal and negotiation skills at senior levels to achieve desired outcomes.
5. Excellent written and verbal communication skills and demonstrated experience in developing presentations, reports and speaking and briefing notes to a high standard.
6. Proven budget and financial management, planning and business development skills including the ability to provide sound strategic financial advice.
7. Demonstrated high level problem solving and analytical ability to identify improvement opportunities.
8. High level interpersonal and communication skills, with the ability to lead, direct and influence others, including a proven capacity to build and maintain effective and productive relationships with a wide range of internal and external groups.
9. Demonstrate high level computer skills to support accountabilities of the position.

Qualifications

Relevant tertiary qualifications and/or substantial experience.

Note: Appointment to this position is subject to passing a Working with Children check.

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