

POSITION DESCRIPTION



Group Entities Relationship Manager



POSITION DETAILS

Position Title	Group Entities Relationship Manager
Classification	HEW 9
Position Number	NEW
School/Office	Property and Commercial
Division	Division of Operations

POSITION PURPOSE

The Group Entities Relationship Manager is responsible for managing and enhancing relationships across University entities (both onshore and offshore), ensuring alignment with organisational objectives. A key focus is the development, implementation, and ongoing monitoring of Service Level Agreements (SLAs) to ensure high standards of service delivery and compliance.

KEY ACCOUNTABILITIES

- Develop and implement strategies for coordinating multiple entities, aligning their efforts with overall University Strategic Plan.
- Facilitate clear and consistent communication between the entities, business units, teams, stakeholders, and external partners to foster collaboration and avoid miscommunication.
- Develop, implement, monitor and assess service level agreements.
- Coordinate projects, tasks, and events, ensuring deadlines are met, progress is tracked, and milestones are achieved.
- Monitor the performance of University entities, identifying potential delays, issues, or areas for improvement, and recommend corrective actions.
- Build and maintain strong relationships with key internal and external stakeholders, gathering feedback, and addressing needs and concerns.
- Prepare regular executive reports on the status, progress, and outcomes of coordinated activities for senior management.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Tertiary qualifications in business administration, management, or a relevant discipline, or

- demonstrated equivalent professional experience.
2. Proven commercial acumen and relationship management skills, with a strong record of developing, implementing, and sustaining strategic business partnerships across complex, multi-entity environments.
 3. Expertise in Service Level Agreement (SLA) lifecycle management, including the preparation, negotiation, implementation, and assessment of SLAs, as well as defining and monitoring KPIs and service metrics.
 4. Comprehensive understanding of regulatory frameworks, risk management, and governance, with experience managing confidential information and supporting governance committees.
 5. Extensive communication, negotiation, and stakeholder engagement skills, with the ability to draft executive-level documents and effectively liaise with senior executives, industry partners, and government representatives to achieve mutually beneficial outcomes.
 6. Advanced analytical and problem-solving capabilities, including policy interpretation, decision-making, and the ability to identify and implement effective solutions to complex issues.

KEY RELATIONSHIPS

This position reports to: Executive Director, Infrastructure and Commercial Performance

This position supervises: NIL

Key internal relationships:

- Entities senior executive teams
- Company Secretary, Entities
- Chief Property and Commercial Officer
- Office of the Chief Operating Officer
- Other senior leaders and administrative teams across the University

Key external relationships:

- Professional networks and associations

CHALLENGES

- Navigating complex stakeholder needs while maintaining confidentiality and professionalism.
- Managing multiple concurrent projects and priorities with limited resources.
- Ensuring compliance with evolving policy and governance frameworks.
- Supporting strategic initiatives in a fast-paced and change-oriented environment.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.

Approved by:

Date: