POSITION DESCRIPTION

Product Manager, Corporate, Service Management & Engagement Systems

WESTERN SYDNEY UNIVERSITY

POSITION DETAILS

Position Title	Product Manager, Corporate, Service Management & Engagement Systems
Classification	HEW 9
Position Number	NEW
School/Office	Digital Services / Staff Experience and External Engagement
Division	Division of Operations

POSITION PURPOSE

The Product Manager, Corporate Service Management & Engagement Systems is responsible for, leading the strategy, integration, and lifecycle of corporate service management and engagement platforms that enable enterprise service delivery and staff experience at Western Sydney University. The position initiates, influences, and assures the direction of digital product portfolios, ensuring scalability, usability, and alignment to institutional transformation goals.

Working across architecture, compliance, service design, and vendor ecosystems, it drives platform optimisation through collaboration, innovation, and strategic product leadership.

KEY ACCOUNTABILITIES

- Strategise and lead the roadmap for corporate service management and engagement systems to support enterprise-wide service delivery and staff experience.
- Contribute to enterprise portfolio planning by aligning product initiatives with broader digital portfolios and transformation programs.
- Define and manage Product success metrics by establishing KPIs and OKRs to measure platform adoption, service efficiency, and user satisfaction.
- Facilitate user research and feedback loops by coordinating user interviews, surveys, and usability testing to validate assumptions and improve platform usability.
- Direct cross-functional teams in the design, development, and deployment of integrated digital solutions that enhance operational efficiency and stakeholder engagement.
- Champion innovation in service platforms by maintaining awareness, identifying emerging technologies and translating them into scalable solutions.
- Oversee governance and lifecycle management of corporate systems, ensuring alignment with

compliance, security, and data integrity standards.
- Influence and contribute to enterprise architecture decisions to ensure interoperability, scalability, and alignment with security and compliance, ensuring the future-readiness of service platforms.
- Collaborate with senior stakeholders to define system requirements, prioritise initiatives, and measure impact against strategic goals.
- Manage vendor relationships, contracts and licence agreements to ensure value delivery, performance, and alignment with university standards and policies.
- Lead and develop a high-performing team of technical and analytical professionals to deliver outcomes that support staff experience and engagement.
- Support change management and communication efforts, ensuring staff are informed, trained, and supported through platform changes and upgrades.
- Manage risks and dependencies- Identify and escalate risks related to platform delivery, integration, or vendor performance.
- Promote and ensure alignment with digital accessibility standards like WCAG and inclusive design principles to ensure platforms are usable by all staff.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Postgraduate qualifications in Information Systems, Business, or related field, or equivalent extensive experience.
- Proven leadership in managing enterprise digital platforms or service management systems within complex organisations.
- Demonstrated ability to drive strategic initiatives and deliver measurable outcomes across diverse stakeholder groups.
- Strong understanding of IT governance, data management, and compliance frameworks.
- Excellent communication and negotiation skills, with experience influencing senior stakeholders.
- Experience managing multidisciplinary teams and external vendors in a dynamic environment.
- Expertise in service management platforms (e.g., ServiceNow, Salesforce).
- Familiarity with integration frameworks, middleware, and APIs.
- Working knowledge of enterprise architecture principles.
- Experience in platform accessibility and inclusive design standards (e.g., WCAG).
- Requirement to obtain and maintain any clearances necessary to perform the role *(including, but not limited to, a NSW Police Force Professional Suitability clearance).*

Desirable:
- Agile delivery or product management certification.
- Experience working in higher education or public sector environments.

KEY RELATIONSHIPS

This position reports to: Director, Staff Experience & External Engagement

This position supervises:
- Senior Solution Architect, Corporate Systems
- Specialist Analyst Developers
- Senior Analyst Developer
- Senior Systems Engineer
- Senior Database Administrators

Key internal relationships:

- Chief Digital & Information Officer
- Enterprise Architecture Team
- Staff Experience Portfolio
- Digital Services Leadership Team

Key external relationships:

- Technology vendors and service providers
- Industry peers and professional networks

CHALLENGES

- Leading enterprise-wide transformation across legacy and modern platforms.
- Balancing strategic priorities with operational constraints and resource limitations.
- Navigating complex stakeholder environments with competing demands.
- Ensuring systems remain secure, compliant, and adaptable to future needs.

OCCUPATION SPECIFIC CAPABILITY SET

SFIA

SFIA Capability Name	SFIA Code	Level	Rationale
Product management	PROD	6	Leads the strategic roadmap for corporate service management and engagement systems. Ensures alignment with value delivery.
Enterprise and business architecture	STPL	6	Influences architecture decisions to ensure platforms are scalable, interoperable, and compliant.
Innovation	INOV	6	Drives the adoption of emerging technologies and innovation across platforms and service layers.
Service design	SRVC	5	Leads cross-functional teams in designing integrated services and enhancing user experience.
Systems integration	SINT	5	Oversees system interoperability and platform integration in compliance with data and security standards.
Business process improvement	BPRE	5	Optimises end-to-end service processes through platform automation and user feedback.
Requirements definition and management	REQM	6	Collaborates with stakeholders to define, refine, and prioritise system requirements.
Supplier management	SUPP	5	Manages strategic vendor relationships and contract performance in platform delivery.

Stakeholder relationship management	RLMT	6	Leads engagement with executives and staff to align digital platform goals with business outcomes.
Change implementation planning and management	CIPM	5	Enables staff adoption of platforms through structured change and communication plans.
People management	PEMT	5	Develops and leads a high-performing team to deliver enterprise outcomes.
Information security	SCTY	4	Ensures platforms comply with cybersecurity standards and institutional policies.
Digital accessibility	ACCH	4	Ensures platforms comply with WCAG and inclusive design standards for accessibility.
Strategy & Architecture	PORT	6	Aligns product initiatives with broader digital portfolios and transformation programs.
Strategy & Architecture	SUST	5	Ensures platforms are scalable, cost-effective, and adaptable to future needs.
Strategy & Architecture	EMRG	5	Maintains awareness of new technologies and assesses their relevance to service platforms.
Delivery & Operation	PEMT	5	Tracks KPIs and OKRs to monitor platform adoption, efficiency, and user satisfaction.

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: