

POSITION DESCRIPTION

Director, Operations (Provost)



POSITION DETAILS

Position Title	Director, Operations
Classification	Senior Position (SNR)
Position Number	7010117
School/Office	Office of the Provost
Division	Provost

POSITION PURPOSE

The Director, Operations is the principal strategic and operational advisor to the Provost and is responsible for leading the effective operation of the Office of the Provost.

The role provides authoritative strategic, policy and business advice to support informed decision-making across the Provost portfolio. Working with a high degree of autonomy, the Director, Operations oversees portfolio planning and performance, coordinates major projects and initiatives, drives governance and operational effectiveness, and ensures the successful integration of activities across the University.

The position maintains a strong understanding of higher education sector developments, government policy, institutional priorities, emerging technologies and innovation trends, and their implications for teaching, learning, research and the student experience. The role acts as a key liaison between the Provost and senior internal and external stakeholders, supporting institutional objectives and strategic partnerships.

KEY ACCOUNTABILITIES

- **Provide strategic advice and executive support:** Provide authoritative strategic, operational and policy advice to the Provost on institutional, government and sector matters, supporting informed decision-making and achievement of University priorities.
- **Lead portfolio planning and performance:** Lead the development, coordination, implementation and evaluation of strategic and operational plans across

the Provost portfolio, ensuring alignment between organisational objectives, priorities and outcomes.

- **Deliver business intelligence and executive analysis:** Conduct complex research, analysis and evaluation activities, transforming information into high-quality executive briefings, reports, business cases, submissions and recommendations for senior University decision-makers.
- **Lead strategic projects and organisational improvement:** Lead significant projects, reviews and initiatives on behalf of the Provost and drive continuous improvement through the implementation of effective operational, governance and service delivery practices.
- **Strengthen governance, risk and compliance:** Oversee governance processes, reporting frameworks and internal controls across the portfolio, ensuring compliance obligations, operational risks and performance measures are appropriately monitored and managed.
- **Build and maintain strategic relationships:** Develop and sustain productive relationships with University Executive members, Faculties, Research Institutes, professional divisions, government agencies, sector bodies and external partners to advance strategic priorities and facilitate collaboration.
- **Coordinate portfolio operations:** Lead the effective day-to-day operation of the Office of the Provost, ensuring priorities, resources, communications and activities are coordinated efficiently and aligned with strategic objectives.
- **Lead and develop staff:** Lead, mentor and develop staff within the Office of the Provost, fostering a culture of professionalism, collaboration, responsiveness and continuous improvement.

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Postgraduate qualifications in a relevant discipline and/or an equivalent combination of extensive senior leadership experience, professional expertise and training.
- Demonstrated experience providing strategic advice and executive support within a large, complex organisation.
- Extensive experience undertaking high-level research, analysis and evaluation, including translating complex information into concise executive advice and recommendations.
- Demonstrated understanding of the higher education sector, including contemporary policy, governance and operational challenges.
- Proven experience leading the development, implementation and monitoring of strategic plans, initiatives and organisational priorities.
- Highly developed written communication skills, including preparation of executive reports, submissions, policy documentation, briefing papers and strategic plans.
- Exceptional stakeholder engagement, consultation, negotiation and relationship management skills, including the ability to influence outcomes and build collaborative partnerships.
- Demonstrated capacity to exercise sound judgement and solve complex problems in dynamic and ambiguous environments.
- Experience managing budgets, financial analysis, forecasting and resource planning.
- Demonstrated experience leading projects, organisational improvement initiatives and cross-functional collaboration.

KEY RELATIONSHIPS

This position reports to	Provost
This position supervises	Executive Officer; Senior Executive Assistant; Project Officer Senior Advisor and Programs Manager, Gender Equity, Diversity and Inclusion
Key internal relationships	University Executive; Office of the Vice-Chancellor; Deputy Provosts; Deans and Deputy Deans; Directors and senior leaders across Faculties, Research Institutes, The College and professional divisions
Key external relationships	Government agencies; sector and professional bodies; strategic education and research partners; national and international stakeholders and collaborators
Communication and coordination focus	Maintain effective communication and coordination between the Office of the Provost, senior University staff and external stakeholders; represent the Provost as required.

Challenges

- Managing a diverse portfolio of competing strategic, operational and governance priorities while maintaining alignment with institutional objectives.
- Providing timely and authoritative advice in response to evolving government, regulatory and higher education sector developments.
- Balancing short-term operational requirements with longer-term strategic priorities and transformation initiatives.
- Coordinating complex activities across multiple stakeholder groups with differing priorities, expectations and operational requirements.
- Supporting effective decision-making in a dynamic environment characterised by ambiguity, competing demands and reputational considerations.

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: