

# POSITION DESCRIPTION

## Chief, Artificial Intelligence (AI) Enablement Officer



WESTERN SYDNEY  
UNIVERSITY

### POSITION DETAILS

|                        |                                                        |
|------------------------|--------------------------------------------------------|
| <b>Position Title</b>  | Chief, Artificial Intelligence (AI) Enablement Officer |
| <b>Classification</b>  | SNR                                                    |
| <b>Position Number</b> | NEW                                                    |
| <b>School/Office</b>   | Office of the Chief Operating Officer                  |
| <b>Division</b>        | Division of Operations                                 |

### POSITION PURPOSE

The Chief, Artificial Intelligence (AI) Enablement Officer provides whole-of-University leadership for the responsible, coordinated and value-focused adoption of AI. Reporting to the Chief Operating Officer and operating under an enterprise mandate, the position translates the University's AI ambitions into strategy, governance, prioritised investment, scalable delivery and measurable institutional outcomes across academic and professional portfolios.

The position establishes and leads the enterprise AI enablement capability, integrating technology, data, transformation and product expertise. It maintains University-wide visibility of significant AI activity, sets enterprise standards and assurance requirements, coordinates cross-portfolio dependencies, and accelerates proven solutions into sustainable services. Academic and business portfolios retain accountability for their strategies and operational outcomes, while this position is accountable for enterprise AI direction, capability uplift, investment coherence, responsible use and benefits realisation.

### KEY ACCOUNTABILITIES

1. **Shape enterprise AI strategy and direction.** Develop and maintain the University's AI strategy, vision, operating model and multi-year roadmap; establish adoption ambitions and advise the Vice-Chancellor, Chief Operating Officer, University Executive and Board on transformation opportunities, emerging technologies, risk and investment priorities
2. **Establish responsible AI governance and assurance.** Lead the enterprise governance mechanism and maintain decision rights, policy, standards, controls and escalation pathways. Ensure initiatives address privacy, cyber security, information and data governance, legal and regulatory obligations, ethics, accessibility, human oversight and model risk in partnership with accountable specialist functions.
3. **Govern the enterprise AI portfolio and investment pipeline.** Maintain visibility of significant AI activity and investment; assess and prioritise opportunities by strategic value, feasibility, risk, cost and anticipated benefit; develop business cases and intervene where duplication, fragmentation or competing priorities reduce institutional value.

4. **Direct innovation, delivery and enterprise scaling.** Lead structured discovery, experimentation, prototyping and proof-of-value activity, and sponsor major cross-University transformation initiatives. Accelerate successful capabilities into secure, supported and sustainable operational services so benefits are realised beyond individual projects or early adopters.
5. **Build enterprise capability and adoption.** Partner with technology, data, academic and business leaders to develop sustainable platforms, services and workforce capability. Lead University-wide AI literacy, learning pathways, organisational change and a community of practice that strengthens responsible innovation, collaboration and redesigned ways of working.
6. **Drive benefits, performance and continuous improvement.** Establish maturity benchmarks, adoption targets and a benefits realisation framework; monitor institutional outcomes, return on investment, delivery performance and risk; provide regular reporting and recommendations to executive and governance bodies, including an annual assessment of AI maturity and future priorities.
7. **Integrate education, research and operational transformation.** Coordinate enterprise AI dependencies across learning and teaching, research, student support and professional services. Facilitate collaboration where institution-wide opportunities exist while preserving portfolio ownership of academic strategy, research strategy and operational outcomes.
8. **Lead the AI Enablement function and strategic partnerships.** Establish and lead a high-performing multidisciplinary team; manage budgets, resources, vendors and delivery partners; cultivate strategic relationships with technology providers, universities, government and industry; and represent the University in relevant sector, regulatory and higher education forums.

## QUALIFICATIONS, EXPERIENCE AND SKILLS

### Essential

- A relevant postgraduate qualification in artificial intelligence, technology, data, business, organisational transformation or a related discipline, or an equivalent combination of senior executive experience and professional expertise.
- Substantial senior leadership experience in AI, digital transformation, data, innovation or technology-enabled enterprise change within a large and complex organisation.
- Demonstrated success developing and implementing enterprise AI or digital strategies, operating models, governance, assurance and investment prioritisation arrangements.
- Proven ability to lead enterprise-wide transformation through influence and collaboration in complex, federated or highly autonomous environments, including building trust with academic and professional leaders.
- Demonstrated experience progressing emerging technology from discovery and experimentation to scaled implementation, sustainable operations, organisational adoption and workforce capability uplift.
- Strong working knowledge of AI, machine learning and generative AI capabilities, limitations and implementation considerations, together with responsible AI, privacy, cyber security, information governance, ethics, accessibility, regulatory compliance and model risk.
- Demonstrated success developing business cases, governing significant investment portfolios and delivering measurable organisational benefits.
- Highly developed judgement, communication and stakeholder skills, including providing clear, balanced and evidence-based advice to senior executives and governing bodies and leading multidisciplinary teams, budgets, vendors and delivery partners.

### Desirable

- Experience in the Australian higher education sector or another complex public, regulated or knowledge-intensive environment.
- Experience applying AI to learning and teaching, student experience, research support or university administration.
- Experience implementing Microsoft 365 Copilot or a comparable enterprise generative AI platform at scale.
- Experience establishing an AI innovation lab, sandbox, centre of enablement or comparable multidisciplinary capability.

- Relevant professional accreditation or executive education in AI, data, technology governance, risk, change management or program delivery.

## KEY RELATIONSHIPS

- **This position reports to:** Chief Operating Officer
- **This position supervises:** Director, AI Governance; Technical Lead; Governance Officer; Solutions Advisor; Senior Solutions Engineer
- **Key internal relationships:**
  - Vice-Chancellor and University Executive
  - Chief Information Officer
  - Chief Data Officer
  - Chief Information Security Officer
  - Academic and professional portfolio leaders
  - Portfolio Management Office
  - Legal, Risk, Privacy and Governance
  - Office for People
  - Organisational Change and Strategic Communications
  - Finance, Procurement and Commercial Services; technology, data, product and service owners
- **Key external relationships:**
  - Technology providers
  - Universities
  - Government and regulatory bodies
  - Industry and sector partners

## CHALLENGES

- Leading coordinated AI enablement across a complex and decentralised University while preserving clear academic and business portfolio accountabilities.
- Balancing speed, innovation and institutional value with responsible governance, security, ethical use and regulatory compliance.
- Prioritising competing opportunities within constrained funding and specialist capability while reducing duplication, unsupported tools and vendor dependency.
- Translating rapidly evolving technology into trusted advice, workforce confidence, scalable services and measurable institutional outcomes.

## 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: People & Culture

Date: September 2026