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| **Position Title** | Senior Business Project Lead |
| **Group/Portfolio** | Digital Solutions |
| **Classification** | Individual Contract |
| **Position Number** | 00062048 |
| **Reports To** | Alistair Burton |
| **Employment Type** | Fixed Term |

## Position Purpose

## Digital Solutions is a value-driven strategic IT partner focused on delivering leading digital experiences for our Students, Colleagues and Community. We work within a contemporary operating model and are modernising our technologies and ways of working to create value and build a digital future for Griffith.

## The Senior Business Project Lead represents and leads the contribution to major change projects for their business area, providing senior level domain expertise (relevant to the content of the change project), advice and consultancy whilst leading the business design, testing and change implementation.

## In addition, this role works with senior stakeholders to ensure there is a business perspective to the co-design of transformational strategy, the analysis and design of processes to adopt and exploit technologies to improve business performance and support strategic priorities and to increase organisational agility and responsiveness to change. They communicate and align organisational actions, plans and resources with business objectives.

## The Senior Business Project Lead will plan, organise, direct, control and coordinate projects and programs of work. They are accountable for day-to-day operations including resourcing, scheduling, prioritisation and task coordination, and delivering objectives and deliverables within agreed time frames and budgets. They also manage successful service transition to support teams that is compatible with business operations and ensure change adoption and adherence to relevant policies and standards. This role will encompass all of these elements with a specific focus on the contribution to project outcomes from the University business area.

## 2.0 Eligibility Requirements

* + - The occupant of this position will hold proven expertise in the relevant field. They will be domain experts with subject matter expertise in the field of the identified change project. They will also possess postgraduate qualifications and extensive relevant experience in the business area they represent and lead on the project.

## 3.0 Key Responsibilities

## The incumbent will be expected to be able to demonstrate all aspects of the key responsibilities listed, with the day-to-day work being defined by the structure and needs of the identified change project.

* + - **Project management.** Takes full responsibility for the definition, documentation and successful completion of complex business change projects (typically with significant business, political, or high-profile impact, and high-risk dependencies). Adopts and adapts project management methods and tools, selecting appropriately from plan-driven/predictive approaches or more adaptive (iterative and agile) approaches. Ensures that effective project control, change control, risk management and testing processes are maintained. Monitors and controls resources, revenue and capital costs against the project budget and manages expectations of all project stakeholders. Works as part of a senior project delivery team, each with domain specific responsibilities.
    - **Change implementation planning and management.** Ensures that there is a business perspective on how any new technical capabilities will be integrated into the business, including planning around key business cycles, selecting appropriate customers for migration, etc. Initiates the business implementation plan, including all the activities that the business needs to do to prepare for new technical components and technologies. Ensures sites deliver site implementation plans that align with the overall plan. Tracks and reports against these activities to ensure progress. Defines and manages the activities to ensure achievement of the projected business benefits after delivery. Outlines key business engagement messages that need to be communicated throughout the programme/project.
    - **Strategic planning**. Ensures that all business change stakeholders adhere to the strategic management approach and timetables. Collates information and creates reports and insights to support strategy management processes. Develops and communicates plans to drive forward the strategy. Contributes to the development of policies, standards and guidelines for strategy development and planning.
    - **Consultancy.** Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.
    - **Business process improvement**. Analyses and designs business processes; identifies alternative solutions to exploit new technologies and automation. Develops graphical representations of business processes to facilitate understanding and decision making. Assesses the feasibility of business process changes and recommends new approaches. Manages the execution of business process improvements. Selects, tailors and implements business process improvement methods and tools at programme, project and team level in line with agreed standards. Contributes to the definition of organisational policies, standards, and guidelines for business process improvement.
    - **Requirements definition and management**. Plans and drives scoping, requirements definition and prioritisation activities for large, complex initiatives. Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches. Obtains input from, and formal agreement to, requirements from a diverse range of stakeholders. Negotiates with stakeholders to manage competing priorities and conflicts. Establishes requirements baselines. Ensures changes to requirements are investigated and managed. Contributes to the development of organisational methods and standards.
    - **Benefits management**. Identifies specific measures and mechanisms by which benefits can be measured, and plans to activate these mechanisms at the required time. Monitors benefits against what was predicted in the business case and ensures that all participants are informed and involved throughout the change programme and fully prepared to exploit the new operational business environment once it is in place. Supports operational managers to ensure that all plans, work packages and deliverables are aligned to the expected benefits and leads activities required in the realisation of the benefits of each part of the change programme.
    - **User research**. Determines the approaches to be used for encouraging user engagement in generative research in order to find opportunities for innovation in, and enhancement of, systems, products and services. Leads the collection and analysis of data related to people’s behaviours, needs, and opinions. Synthesises findings, develops insights and presents findings to inform decision making and drive actions. Plans and drives the user research activities providing expert advice and guidance to support adoption of agreed approaches. Contributes to the development of organisational methods and standards for user research.
    - **User experience evaluation**. Manages user experience evaluation of systems, products or services, to assure that the usability and accessibility requirements have been met, required practice has been followed, and systems in use continue to meet organisational and user needs. Advises on what to evaluate and the type of evaluation to use and the extent of user involvement required. Works iteratively with design teams to ensures that the results of evaluations are understood and acted upon by designers and developers of systems, products and services. Advises on achievement of required usability and accessibility levels of specific designs or prototypes.
    - **Relationship management.** Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables. Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. Facilitates business decision-making processes. Captures and disseminates technical and business information.
    - Lead and promote compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
    - Be a leading example of the principles and values embodied in the University’s Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

## 4.0 Key Capabilities

* + - Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates’ success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Others section of our [Capability Development Framework](https://intranet.secure.griffith.edu.au/employment/learning-and-development/specialist-programs/capability-development-framework#framework).