Position Description – Senior IDS Planning & Delivery Lead
Updated 2/2/2026

POSITION DETAILS

Portfolio	**Corporate Services**
Organisational Unit	**Information and Digital Services (IDS)**
Supervisor	**Deputy Director, IDS Digital Experience, Delivery & Governance**
Classification	**Higher Education Officer Level 10**
Employment Type	**Continuing, full-time**

POSITION SUMMARY

Generally unguided, this senior position plays a pivotal role in ensuring there are mechanisms in place for effective planning, prioritisation and delivery of IDS initiatives across the University.

The role is responsible for overseeing the IDS portfolio of project commitments and business initiatives, ensuring alignment with the strategic priorities of IDS and the delivery of measurable value to the Flinders community.

The role works in close collaboration with IDS leaders, delivery teams and university stakeholders to lead the development and continuous improvement of delivery methodologies and reporting mechanisms. This includes leading the evolution of IDS planning and delivery practices, maintaining a centralised view of IDS commitments and facilitating prioritisation processes.

The role involves supervising a team of professional staff, providing strong people leadership and proactively managing team priorities and performance.

Additionally, this position may be required to undertake responsibilities as determined by the Deputy Director, including (but not limited to) fulfilling the duties of the Deputy Director during periods of leave and representing them when they are unavailable.

UNIVERSITY EXPECTATIONS AND VALUES

All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred;
- contribute to the efficient and effective functioning of the team or work unit in order to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor;
- promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

A Nationally Coordinated Criminal History Check (NCCHC) which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.

KEY POSITION RESPONSIBILITIES

Leadership:

1. Leading the governance, coordination and oversight of the IDS portfolio, ensuring initiatives are strategically aligned and effectively managed, in accordance with IDS planning and delivery practices.

2. Mentoring and developing the capability of direct reports and proactively fostering the development of all staff including appropriate reporting to monitor, review and continuously improve the performance of the team.

3. Leading the development, management and continuous improvement of IDS planning and delivery capabilities, including the relevant capability hubs, frameworks, standards, and supporting tools/artefacts to optimise delivery consistency, efficiency, and outcomes.

4. Leading the development, evolution and management of an IDS vendor and contract management framework, to support improved operational and financial outcomes.

5. Leading the development, evolution and management of IDS staff development activity focussing on building capability to support IDS strategy and delivery of activity.

Vision & Roadmap

6. In collaboration with relevant stakeholders, developing, implementing and managing the vision and associated maturity roadmaps for IDS planning and delivery, ensuring the vision and roadmaps are aligned to the strategic objectives and relevant governance principles of IDS and Flinders.

7. Maintaining the relevant supporting artefacts and leading the periodical review of the IDS planning and delivery capabilities and roadmaps to ensure they are kept up to date and well understood by relevant stakeholders.

8. Collaborating with and supporting IDS teams and stakeholders to deliver their respective customer engagement and success models.

9. Working closely with IDS teams and stakeholders to ensure team plans, roadmaps and priorities are aligned with the strategic and operational objectives of IDS customers.

Knowledge & Excellence

10. Conducting both formal and informal market scanning and benchmarking activities to be aware of emerging market offerings and trends.

11. Ensuring the team is periodically participating in knowledge building activities and events to keep skills and knowledge up to date. Ensuring the team are meeting customer's needs, resolving service performance issues and proactively improving services.

12. Managing the provision of timely and effective advice and support to customers and stakeholders by identifying improvements to support services and providing technical expertise to enable customers to adopt new technologies and processes.

Risk, Governance & Ways of Working

13. Establishing and maintaining an agile based way of working to manage, refine, and prioritise the activity backlog based on relevant customer and IDS priorities.

14. Identifying, managing and mitigating risks related to the activities being undertaken by the role in line with IDS and Flinders University policies and procedures.

15. Ensuring compliance with all relevant IDS and Flinders University policies and procedures.

Other Responsibilities

16. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Postgraduate qualifications in Information Technology, Program/Project Management or relevant technical area, and extensive relevant experience in an IT environment

- Advanced strategic thinking, planning and analytical skills, along with the ability to actively contribute to achieving outcomes and meet the University's strategic goals.

- High level skills in leading a team to its full potential, including advanced interpersonal and relationship management skills and the ability to manage staff performance.

- Extensive experience in building and managing customer relationships in a strategic and long-term perspective.

- Extensive experience in agile ways of working including exposure to scaled agile methodologies and/or collaborating and delivering through a matrix structure.

- Advanced interpersonal influence and demonstrated ability to negotiate and communicate effectively with staff and customers across a diverse organisation particularly during the design, management and implementation of customer solutions.

- Advanced experience in portfolio and program management and reporting

- Advanced written communication skills and the ability to convey information clearly, professionally and effectively for varied internal and external audiences, including executive and senior management.

- High level self-improvement and growth mindset and approach to the role and ability to foster it amongst the wider team.

- Higher education experience advantageous.