



POSITION DESCRIPTION

BUSINESS ANALYST/PROJECT MANAGER FLINDERS ONLINE STUDENT SUPPORT AND INFORMATION CENTRE ACADEMIC & STUDENT SERVICES DIVISION

Vacancy Reference No:	08077
Major Cost Centre:	Central Administration
Organisational Unit:	Academic and Student Services Division
Classification:	Higher Education Officer Level 8
Salary Range:	\$66,649 to \$73,943 pa full-time
Superannuation:	Employer contribution of 17% of salary Employee contribution of 7% of salary
Total Remuneration Package:	\$77,979 to \$86,513 pa full-time The total remuneration package includes salary and employer superannuation contributions.
Employment Type:	Fixed-term, full-time for a period of 2 years (with the possibility of conversion to a continuing position following this period).
Supervisor (Title):	Director, Academic and Student Services
Closing date:	5.00 pm, Wednesday 16 April 2008

KEY PURPOSE

To manage the implementation and development of an online student support and information centre at Flinders University in order to streamline the management of student support needs and enhance communication with students. The Business Analyst/Project Manager will work closely with staff in the Academic and Student Services Division, the Information Services Division, the Library and the Faculties with regard to the implementation and development of the centre.

ORGANISATIONAL ENVIRONMENT

The Division is primarily responsible for student support and services within the University and incorporates Admissions, Examinations and Graduation, Careers and Employer Liaison Centre, Flinders Housing, Health and Counselling Services, Higher Degree Administration and Scholarships, International Office, International Student

Services Unit, Planning Services Unit, Student Systems and Enrolment and the Student Learning Centre.

KEY RESPONSIBILITIES AND OUTCOMES

The key responsibilities of this position are to manage the implementation and development of the University's online student support and information centre. This will be achieved by:

- Preparing a request for proposal (RFP) for provision of software and support and management of the RFP process;
- Developing project implementation plans and a project budget and monitoring progress to ensure key milestones are met and the project stays within budget;
- Contributing at a high level to the analysis of business requirements and implementation decisions including integration with other university systems;
- Analysing the existing student service processes, developing workflow processes, service levels and minimum service level standards;
- Consulting with stakeholders throughout the life of the project to ensure they are kept up to date with project progress and significant changes in practice and procedure;
- Establishing and managing a communication strategy for both staff and students;
- Identifying training support needs and planning and executing a comprehensive and timely training program, including providing 'train the trainer' support where needed and appropriate documentation; and
- Establishing and documenting procedures for the ongoing management of the centre.

Staff responsibilities may be varied by the University in order to allow the University to respond to operational needs or requirements.

SUPERVISION RECEIVED

The Business Analyst/Project Manager will receive broad direction from the Director, Academic and Student Services and in the main, will determine their own priorities and work plans consistent with the strategic objectives and deadlines of the project. The Business Analyst/Project Manager is also expected to operate within a framework of broad operational policies and/or external requirements. Broad outcomes are reviewed.

SUPERVISION PROVIDED TO OTHERS

Whilst there are no supervisory responsibilities required initially for the position, the Business Analyst/Project Manager may be required to take on supervisory responsibilities at some stage in the future.

WORKING RELATIONSHIPS

The Business Analyst/Project Manager is located in the Academic and Student Services Division and will report directly to the Director of the Division. They will work closely with staff in the Academic and Student Services Division, the Information Services Division, the Library and the Faculties and be guided by and report on progress and outcomes to the members of the project Steering Committee.

Regular consultation with stakeholder groups, including students and maintaining good working relationships with those stakeholders will be critical to the success of the project. The Business Analyst/Project Manager will also work closely with the software supplier.

The Business Analyst/Project Manager will have significant independence and autonomy in determining and organising key priorities and tasks. They will be expected to consult with the Director, Academic and Student Services only on strategic and higher level operational matters and on matters likely to impact on the success of the project.

UNIVERSITY EXPECTATIONS

All staff are expected to:

- contribute to the efficient and effective functioning of the team or work unit in order to meet organisational 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;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's Occupational Health and Safety and Equal Opportunity Policies.

SELECTION CRITERIA

(Note for intending applicants – applicants should address each selection criterion individually and should argue their case by citing evidence to support their claims rather than presenting a list of facts only).

Essential criteria

- Demonstrated ability to plan, manage and provide strategic direction and leadership to a large and complex project.
- Demonstrated high-level analytical skills, including the ability to formulate and implement practical solutions to complex issues.
- High level interpersonal, oral and written communication skills, with a demonstrated ability to cooperate and communicate effectively with people at all levels, both internal and external to the University.
- Demonstrated ability to work autonomously, exercise initiative, establish priorities and manage complex tasks to completion within tight timeframes.
- Detailed knowledge of the principles of web publishing and content management and an understanding of virtual environments as an information resource to and provider of support services.
- Extensive relevant experience with the preparation and execution of training programs in a computing environment, and the development of computer-related documentation, preferably in the context of a major information system.
- A relevant qualification or progress towards a relevant qualification in a communications or information management related field; or extensive relevant equivalent experience and management expertise; or an equivalent combination of relevant experience and/or training.

Desirable criteria

- Experience in developing/managing service centres for large organizations.
- Experience with the implementation and support of a major information management system, or familiarity with knowledge base and issue tracking systems.
- An understanding of the higher education sector.

SELECTION OF CANDIDATES

Candidates will be evaluated on merit against all of the various components that make up this position description. Assessment will take into account all information that is determined to be appropriate, eg written application, qualifications, interview, work samples, skills testing and referee reports.

The final decision regarding appointment to this position will be based on an assessment of the requirements of the total Position Description.

INFORMATION FOR PROSPECTIVE STAFF

All intending applicants should read the *Essential Information for Applicants*, available at <http://www.flinders.edu.au/employment/app.php> If you are unable to access this information on the web site, please contact the contact person nominated below.

Information about Flinders University, living and working in Adelaide and employment at the University is available at <http://www.flinders.edu.au/employment/whyflin.php>

CONTACT DETAILS

For further information about the position contact Mr Stephen Jones, Director, Academic and Student Services Division, phone: 8201 2763, email: steve.jones@flinders.edu.au.

SUBMITTING AN APPLICATION

All applicants must complete an *Application for Employment Cover Sheet* available at <http://www.flinders.edu.au/hrd/html/forms/EmployApplication.doc> and lodge this with their application.

Applications, together with the *Application for Employment Cover Sheet*, may be lodged by email to jobapplications@flinders.edu.au or by post to Personnel, Policy and Practice, Flinders University, GPO Box 2100, Adelaide, South Australia 5001.

Further information regarding procedures for mailing, e-mailing, faxing or delivering applications are provided in the *Essential Information for Applicants*. Please do **not** forward applications to the contact person nominated as the contact person.

Name of Authorising Officer: Ms Barbara Fergusson

Name of Authorising Officer in Human Resources:

normally Director, Human Resources or nominee

Date of last update: March, 2006