

Position Description – Strategic Planning Lead

Last updated 3/09/2025

POSITION DETAILS

College/Portfolio	Property, Facilities and Development
Organisational Unit	Strategic Planning and Customer Experience
Supervisor (Title)	Associate Director, Strategic Planning and Customer Experience
Classification	Higher Education Officer Level 10
Employment Type	Continuing, Full-time

POSITION SUMMARY

The Strategic Planning Lead is responsible for the leadership and operational oversight of the strategic planning team. This role will drive the development and implementation of integrated strategies that support Flinders University vision, enhance the customer experience, and ensure the effective use of resources across space and campus planning, transport and retail placemaking portfolios.

The Strategic Planning Lead will work collaboratively across departments, liaising with key stakeholders to deliver innovative solutions aligned with organisational objectives, master plans, and local site development plans. The role requires a strong focus on people leadership, stakeholder engagement and the ability to translate complex needs into actionable strategies.

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 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 which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.

KEY POSITION RESPONSIBILITIES

The Strategic Planning Lead will be accountable for:

- Leading, mentoring and developing the strategic planning, transport and retail and placemaking teams. Fostering a collaborative, high-performing team culture focused on innovation, customer experience, and continuous improvement.
- Collaborating with Colleges, Professional Portfolios and other relevant stakeholders to identify their business needs, develop solutions, and deliver outcomes aligned with teaching, research and campus strategies.
- Leading the strategic planning team to engage with key stakeholders in formulating research and teaching strategies related to facilities and infrastructure, ensuring alignment with campus development plans.
- Ensuring alignment with organisational objectives, master plans, and sustainability initiatives.
- Providing strategic oversight for major projects, including scoping and business case development across planning, transport and retail. Ensuring all plans align with operational priorities.
- Managing budget lines for areas of responsibility and driving operational improvements and innovation across the teams.
- Monitoring and reporting on performance metrics, ensuring transparency and accountability.
- Assessing and addressing operational risks related to strategic planning, transportation, and retail activities.
- Undertaking other responsibilities in line with the level of the role as assigned by the supervisor and/or the University.

KEY POSITION CAPABILITIES

1. Postgraduate qualifications and extensive relevant experience in a relevant field and/or proven expertise in the management of significant human, financial and physical resources.
2. Demonstrated extensive leadership experience supporting multidisciplinary teams.
3. Advanced skills in strategic planning, stakeholder management, and business case development within a complex organisation.
4. Extensive knowledge and expertise leveraging data and customer insights to guide strategic decision-making.
5. Proven ability to develop and implement integrated strategies that drive organisational objectives.
6. High level written and oral communication, negotiation, and interpersonal skills, with the ability to influence at all levels.
7. Extensive experience in budget management and performance reporting.
8. Extensive knowledge of relevant standards, codes, and compliance requirements (e.g., Building Code, WHS).
9. Commitment to excellence, innovation, and continuous improvement.
10. Experience in the use of relevant planning and design systems (e.g., AutoCAD, GIS, or similar) is desirable.
11. Knowledge and understanding of the Higher Education sector (desirable).