POSITION SUMMARY

The Operations Manager is a key position in the Office of the Chief of Staff and Vice-President, working closely with the Chief of Staff on a wide range of matters.

The position provides a high level of advice and support, project leadership, rigorous monitoring and follow-up of action plans as well as producing and coordinating reports, policy papers and proposals for consideration by the Chief of Staff. The position liaises with a wide range of internal and external individuals and organisations on behalf of the Chief of Staff.

This is a full-time continuing position and is available now.

ORGANISATIONAL ENVIRONMENT

The portfolio of the Chief of Staff and Vice-President includes:

- Human Resources
- BRIDG - Business Reporting and Intelligence, and Data Governance
- Legal and Compliance
- Strategic Risk
- Partnerships
- Developing World

Reporting Relationships

- Supervisor’s title: Chief of Staff and Vice-President
- Other positions reporting to the supervisor: Executive Assistant, Program Manager (Strategic Alliances), UNSW Policy Advisor, Directors of the Chief of Staff’s portfolio
- Positions reporting to this position (show position titles and levels): Nil
- The position will have significant working relationships with the Directors of the units reporting to the Chief of Staff
- The position will liaise closely with the Faculty Dean’s and Faculty General Managers
KEY DUTIES & RESPONSIBILITIES

• High level information and timely advice on a wide range of significant issues important to the Chief of Staff's portfolio.
• Highly effective communication, skilled liaison and significant relationship management with all relevant University and external stakeholders and accurate representation of the strategic and operational objectives of the University and in particular, the Vice-President's portfolio.
• Executive support to the Chief of Staff; providing briefings, report writing and preparation of responses, monitoring the progress of a range of strategic and operational issues, and ensuring any follow-up action is undertaken in a timely manner.
• Coordinate projects and initiatives within the Chief of Staff’s portfolio.
• Budget and financial management of the Chief of Staff's portfolio in consultation with Finance.
• Occasional management and supervision of staff in the office of the Chief of Staff.
• Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

SELECTION CRITERIA

• Tertiary qualification in a relevant discipline and/or extensive relevant experience and demonstration of ongoing professional development.
• Significant research, analysis and critical judgement skills with the ability to summarise complex information in a succinct manner.
• Exceptional written and verbal communication skills and extensive experience in editing and proofing documents, as well as ability to synthesise complex concepts into short summaries quickly and effectively.
• Significant understanding of strategic and political issues in the higher education sector, as well as knowledge of University governance, policy and procedural frameworks.
• Clear evidence of political acumen and proven ability to skilfully communicate, influence, persuade, negotiate and inspire people to act towards a common purpose as a means of obtaining desired outcomes.
• Significant relationship management skills coupled with the initiative, tact, and discretion to deal with highly sensitive and confidential matters.
• Demonstrated personal integrity and professional commitment at the highest level as well as the personal presence to command the respect and trust of key stakeholders.
• Significant organisational skills supported by a flexible and adaptable approach.
• Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.