

Position Description – Program Delivery Business Partner

About the School

ANZSOG is recognised globally as a leading provider of executive-level education, research and advice and thought leadership for the public sector. ANZSOG was created by government for government, with the active collaboration of its member universities.

ANZSOG delivers:

- Postgraduate education incorporating the core disciplines that inform effective public administration.
- Executive education led by faculty from the world's leading education providers and senior officials from among ANZSOG's ten member governments.
- Safe places for senior practitioners to discuss and draw practical learnings from theory, research and case studies to inform policy debates and service delivery reform.
- Supportive environments for senior practitioners across Australia and New Zealand to learn from one another and build lasting professional networks, benefiting governments, communities and citizens.
- Research and advisory services that address key contemporary issues in public administration, policy development and management where information is lacking.
- Capability building for not-for-profit organisations which deliver services on behalf of government.

At the core of our ethos is a deep and genuine care for good public administration, reflecting the aspirations of and our close relationship to our government owners.

For further information: <https://www.anzsog.edu.au>

Position Statement

This role is part of the Program Delivery Team responsible for the delivery of ANZSOG's accredited and non-accredited Education and Thought Leadership program offerings. Our programs and events are delivered in a variety of modes with a focus on online and blended learning experiences.

Reporting to the Senior Business Partner, this role serves as the business relationship link between ANZSOG's business units and Program Delivery. The Program Delivery Business Partner works with the assigned BU teams and across the Governance and Operations portfolio to oversee the successful delivery of program offerings within approved timeframes and budget parameters, and in accordance with contractual obligations and organisational policies and guidelines.

The Program Delivery Business Partner provides Delivery expertise, guidance and support, sharing knowledge of Delivery risks and opportunities and communicating decisions, priorities and other relevant Delivery information in relation to business unit requests, projects and initiatives.

The Program Delivery Business Partner also works with external stakeholders including faculty and learners throughout the delivery life-cycle to provide a seamless, positive experience when engaging with ANZSOG.

Key Responsibilities

Program Delivery Management

- Manage the delivery of programs from planning through to evaluation utilising available tools and technology to ensure smooth and successful delivery
- Deliver programs to a standard for which Program faculty, contributors and learners express a high-level of satisfaction with the services and support provided by the Program Delivery team
- Work across ANZSOG business units (BU) and the Governance and Operations portfolio to develop and maintain project plans for end-to-end program delivery to provide visibility of all program activities and enable monitoring of program status
- In conjunction with BU teams, work with Program faculty and government and agency clients as required to manage the end-to-end delivery of ANZSOG programs and events
- Oversee the work of Program Delivery Co-ordinators to ensure timely and quality completion of assigned activities
- Actively identify and manage risks and opportunities in conjunction with the Director, Program Delivery, Senior Business Partner, the Program Delivery Lead and BU teams
- Work with Procurement to ensure contract compliance and appropriate contract change management, where variations or amendments to faculty contracts are required
- Work with the BU teams, Program faculty and external eLearning designers to develop, implement and maintain an eLearning program site where required to support learning outcomes and learner engagement and collaboration
- Support the maintenance of complete and accurate records for delivered programs and learner details in ANZSOG's systems
- Work with the Program Delivery Data and System Analyst and BU teams to oversee the timely collection of program performance and evaluation data for analytical and reporting purposes
- Provide input from a Delivery perspective into the review of existing programs, development of business cases and the design and development of new offerings ensuring proposed delivery approach including modes and use of tools and technology are appropriate and realistic
- Champion Program Delivery at every organisational level at ANZSOG, and support the development of a culture of delivery excellence that focuses on quality, collaboration, efficiency and effectiveness

Program Financial Management

- Working in conjunction with the Senior Business Partner and with BU teams, contribute to the development of program budgets ensuring all relevant factors and inputs contributing towards cost/price are considered and evaluated
- Support Finance to facilitate timely recognition of program income including working with BU teams to manage Delivery related direct costs within approved budget parameters
- Working in conjunction with the Senior Business Partner, track and provide feedback on financial performance against revenue and expenditure forecasts working with BU teams to address discrepancies and/or variances in monthly reports

Other responsibilities

- Support reporting for the Chief Operating Officer, ANZSOG Executive Leadership Team and Board as required
- Support Program Delivery team wide and whole of School projects and initiatives including maintaining awareness of the School's strategic directions and activities
- Work with the Director, Program Delivery to identify, document and implement standardised business processes, including proactively identifying improvements to increase Program Delivery effectiveness and efficiency
- Represent ANZSOG at key programs as required to promote a positive view of ANZSOG and its education programs including liaising with stakeholders before, during and after program delivery to advance their relationships with ANZSOG

Other job-related information

- In support of program preparations and delivery, this role requires working flexible hours and additional hours from time-to-time, and domestic and/or international travel
- There may be periods where taking of leave is restricted in support of program delivery

Key Selection Criteria

Mandatory

- Relevant graduate qualification (e.g., business)
- Minimum of 5 years relevant business professional experience, ideally as a business partner within higher education and learning, managing and delivering significant executive education programs
- Demonstrated project management experience including risk management to achieve successful outcomes within defined parameters
- Strong commercial acumen, including budget development experience and quality service orientation
- Ability to build and maintain strong, productive working relationships with a range of stakeholders including ANZSOG staff at all levels across the organisation, faculty, guest contributors, program participants and alumni
- Experience in delegating and overseeing the work of others including providing feedback
- Strong communication and interpersonal skills with ability to facilitate decision making, drive consensus, and negotiate outcomes
- Strong PC skills including proficiency with Microsoft Office and online video conferencing tools, and the ability to navigate multiple technology systems and quickly learn new technologies
- Ability to think quickly and generate solutions when unexpected issues arise

Desirable

- Experience working in government or with government
- Experience with the following technology – Salesforce CRM, Canvas LMS, Cvent event management, Axiom and Explorance assessment and analytics
- Understanding of the working context and environment of government executives

Legal compliance

Ensure you are aware of and adhere to ANZSOG policies and procedures relevant to the duties undertaken, including:

- Equal Opportunity Policy: Discrimination, Harassment & Bullying
- OHS Manual
- Values and Behaviour
- Environmental Policy Statement
- Academic Quality and Integrity

Equity and Diversity

We are building an inclusive workplace to help realise the potential of our employees, embrace our differences, and apply our diverse thinking to innovation and creating public value.

All jobs can be worked flexibly, and we encourage job applications from Aboriginal & Torres Strait Island people, and people with disabilities.