

## Position Description – Program Delivery Lead

### 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 newly created role is part of the Program Delivery team responsible for the delivery of ANZSOG's accredited and non-accredited Education, Thought Leadership and Research and Advisory offerings. Our programs and events are delivered in a variety of modes with a focus on online and blended learning experiences.

The Program Delivery Lead reports to the Director, Program Delivery and has line management responsibility for a team of Program Co-ordinators responsible for overseeing all operational aspects of the planning, preparation, delivery, and evaluation of ANZSOG's programs and events.

The role works closely with the Program Delivery Business Partners and strategic business unit teams to ensure all programs and events are delivered within approved timeframes and budget parameters and in accordance with contractual obligations and organisational policies and procedures, and to a high level of faculty and participant satisfaction.

A priority for the Program Delivery team and this role is planning for and supporting the transition to blended programs and events including return to face-to-face deliveries in 2H 2022.

## **Key Responsibilities**

### **Program Delivery Management**

- Working with the Program Delivery Business Partners and BU teams, oversee the end-to-end delivery of ANZSOG programs and events ensuring they are delivered to a standard for which faculty and learners express a high-level of satisfaction with the services provided by the Program Delivery team
- Working with the Program Delivery Business Partners and BU teams, develop and maintain an annual delivery calendar enabling scheduling and delivery of all ANZSOG offerings within required timeframes and in consideration of organisational needs and priorities and Program Delivery resourcing
- Working with the Program Delivery Business Partners and in consultation with the BU teams, ensure Program Delivery support is available for ANZSOG offerings to achieve desired learning outcomes
- In conjunction with the Program Delivery Business Partners and BU teams, maintain a project management approach to program delivery ensuring project plans are developed and maintained in Asana for end-to-end program delivery providing real time visibility of program status to stakeholders
- Identify and manage delivery related risks and opportunities in conjunction with the Director, Program Delivery and Senior Program Delivery Business Partner
- In conjunction with ICT and in consultation with the Director, Program Delivery, manage online platforms used to deliver ANZSOG offerings with the view to optimise use of ANZSOG learning technologies to support online and blended delivery modes to enhance learning and engagement with participants
- Support continuous business improvement by working with the Director, Program Delivery to document and implement standardised Delivery business processes to improve team outcomes, quality and efficiency
- Support the design, development, implementation, and maintenance of eLearning program sites in the school's LMS to support learning outcomes and learner engagement and collaboration
- Oversee the timely maintenance of complete and accurate records for delivered programs and learner details in ANZSOG's systems
- Oversee the timely collection of program performance and evaluation data for analytical and reporting purposes including ensuring adequate response rates to learner feedback surveys
- Provide input into new learning technologies and infrastructure and resource requirements from a Delivery perspective to ensure they are fit-for-purpose and can be seamlessly integrated with existing tools and platforms
- Support the review of existing programs, the design and development of new offerings and client proposals ensuring delivery approach, modes, and use of tools and technology are appropriate for the desired learning outcomes

### **Team Management**

- Oversee the work of Program Delivery Co-ordinators by providing day-to-day management of the team to ensure timely and quality completion of assigned activities

- Foster an environment that supports continual self-improvement and builds team capability, skills and knowledge demonstrating strong commitment to team, portfolio and organisation goals and actions
- Act as a coach and mentor, monitoring performance and providing timely and constructive feedback and support for individual team members as required

### **Other Responsibilities**

- Champion Program Delivery at every ANZSOG organisational level, and support the development of a culture of delivery excellence that focuses on quality, collaboration, efficiency, and effectiveness
- Support reporting for the ANZSOG Executive Management Team and Board as required
- Support whole of School projects and initiatives including maintaining awareness of the School's strategic directions and activities
- Perform other tasks as required by the Director, Program Delivery and Chief Operating Officer

### **Other Position Related Information**

- This role may require working flexible hours and additional hours from time-to-time
- This role may require domestic and/or international travel
- Taking of leave may be restricted during peak delivery periods

### **Key Selection Criteria**

#### **Essential**

- Graduate qualification in a relevant discipline
- Minimum of 5 years professional experience in a similar role including demonstrated experience in the successful end-to-end delivery of executive education programs in online and blended formats including COVID 19 planning and contingencies where necessary
- Demonstrated ability leading a team and managing and developing people to deliver high quality outcomes
- Well-developed organisational and project management skills with the ability to work with tight deadlines in a dynamic environment, with strong attention to detail
- Strong communication and interpersonal skills with ability to collaborate and negotiate outcomes and build strong working relationships at all levels
- Advanced PC skills including proficiency with Microsoft Office and online video conferencing tools including Zoom Meetings and Webinars, MS Teams and online event booking platforms
- Ability to think quickly and generate effective and often innovative solutions when unexpected issues arise

#### **Desirable**

- Experience with the following technologies – Salesforce CRM, Canvas LMS, Cvent event management and Explorance assessment and analytics
- Expertise and knowledge of exemplary practice in delivering adult education
- Experience working in the public-sector in one of our member governments

## **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.