APPLICANT INFORMATION PACKAGE

UAC

UNIVERSITIES ADMISSIONS CENTRE.

Thank you for your interest in applying for the Team Lead Service Management position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

CONTENTS

1. Snapshot of employee benefits
2. Team Lead Service Management Position Description
3. Service Management Office Organisational Chart
4. Privacy statement

SNAPSHOT OF EMPLOYEE BENEFITS

Work-life balance
– Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
– Employees who work more than the standard 35-hour week are entitled to overtime pay.
– Flexible work arrangements including remote work.

Generous leave entitlements

50 days sick leave with conditions		**Family & community** services leave		**Study** support leave		**Concessional** days	

Above-standard employer superannuation contributions

UAC permanent employees	**17%**	UAC fixed-term	**17%**
Casual employees	**10%**		

Competitive remuneration
We reward our staff for their hard work with competitive remuneration and salary packaging benefits.

	Total annual package
FTA 12 month fixed-term appointment	$130,937.81 - $147,672.50 pro rata

Health and wellbeing
Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:

– annual health checks and flu vaccinations
– yoga and mindfulness classes
– free counselling service
– membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities, and eateries

READY TO APPLY?

Email us your:

1. cover letter and resume
2. written response addressing the selection criteria listed in the Position Description
3. copies of relevant qualifications (if available).

UAC Service Management Office Organisation Chart 2021/2022

Service Management Office

Team Lead, Service Management Office

Change, Release & Compliance Officer

Service Management Officer
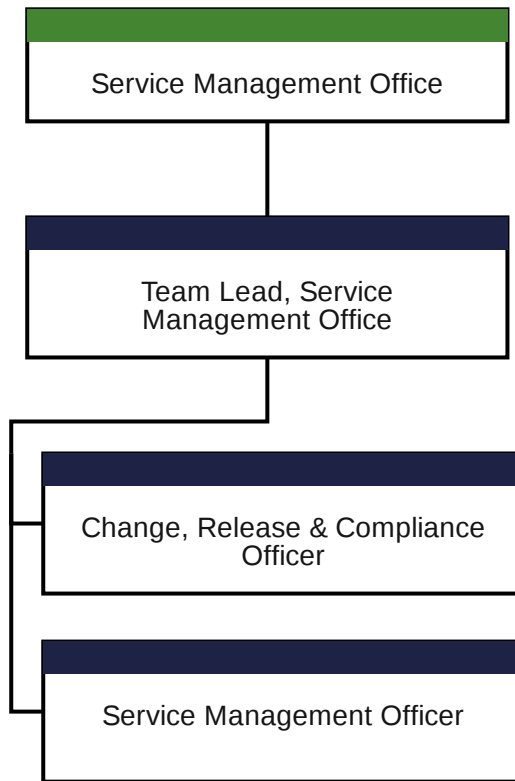
POSITION DESCRIPTION

POSITION TITLE:	Team Lead, Service Management Office (SMO)
HEW LEVEL:	Grade 8
DEPARTMENT/UNIT:	Information Technology – Service Management Office
SUPERVISOR/ MANAGER:	Manager, Service Management Office
WRITTEN BY:	Bruce Ricardo/Deepali Laha
DATE WRITTEN:	July 2022
INCUMBENT:	New position
APPROVALS:	Dudley Collinson, Chief Information Officer

1. BACKGROUND INFORMATION

UAC - the Universities Admissions Centre – is at an exciting stage in its history. Established in 1995 and owned by universities in NSW and the ACT, UAC is now the largest tertiary admission centre in Australia and a leader in technology platforms and innovative solutions for the higher education sector.

UAC's mission is to provide equity of access to higher education, central to which is a strong belief in the value of education and lifelong learning. UAC is not-for-profit and driven by a strong culture of service - to students and schools, higher education institutions and the wider community.

UAC's commitment to new product development has in recent years led to significant double-digit growth and expansion of market share and capability. UAC will continue to evolve as it takes on more new business and aligns itself strategically to meet stakeholder expectations and needs into the future. The Information Technology Department consists of five units, IT Operations, Product Engineering Office, Service Management Office, Project Management Office and the BA/QA Office

- The IT Operations Unit provides infrastructure, systems and support services including training to UAC staff and participating universities.
- The Product Engineering Office provides services across the entire product life cycle and comprises of product management, architecture, and software engineering units.
- The Service Management Office comprises of project management to UAC project and ITIL service management functions for the delivery of services to UAC customers.
- The Project Management Office develops project specifications, scopes, and manages delivery of UAC projects.
- The BA/QA Office translates technical specification, develops business processes documentation, and performs quality assurance.

For further information about UAC's structure and functions, see UAC's People & Culture Unit.

2. JOB PURPOSE

The primary role of the Team Lead, Service Management Office is to ensure that UAC delivers industry best practice service management capabilities to continually improve and maintain the quality, efficiency, and effectiveness of UAC's services.

The Team Lead, Service Management Office will have responsibility for ensuring UAC follows the ITIL service management and delivery framework. The position will be responsible for implementing the ITIL roadmap across the company and provide expert advice on issues required to assist with the ongoing development and maturity of the service management capability within UAC. This will include responsibility for setting up and administrating the UAC Service Desk for automation of service requests processing. From time to time, the position will also have responsibility for service improvement projects.

3. REPORTING AND OTHER RELATIONSHIPS

The Team Lead, Service Management Office reports to the Manager of the Service Management Office and will work closely with other senior staff who have responsibility for delivery of services and particular projects and programs of work.

The incumbent will develop effective working relationships and partnerships with both internal and external stakeholders particularly with members of the Executive Group, and external stakeholders who receive UAC's services, and be a key contact with institutions for service management and service level reporting.

The position also liaises with service providers and consultants as required.

4. DIMENSIONS

- There are approximately 30 institutions that access UAC systems.
- There are approximately 160 local users at UAC and 800 remote users at the participating institutions.
- There are approximately 150,000 applications through UAC systems per year.
- All production, web hosting, email (O365), database engines and data warehouse servers are mixed of Windows and Linux operating systems, all are virtual.
- Within UAC, all desktops are DELL, running Windows OS and the laptops are a mix of DELL and MAC, running Windows OS and Mac OS
- SAS (data warehouse) is used by the institutions for their reporting needs.
- UAS is written in Java using the Wicket/Spring and iBatis frameworks. There are many ancillary systems that sit alongside and within UAS.
- Web applications are written in Java, Groovy, Grails JSP.

5. MAJOR TASKS

1. Lead the service management function to ensure quality service delivery for clients, based on the industry best practice ITIL framework.

2. Provide a service request management function by:

   - Working with UAC business areas to identify standard service requests from UAC customers

- Develop and implement forms and workflows in the Service Desk tool, and associated changes to business processes, to improve UAC's ability to deliver these services

- Train and assist UAC business area staff in the implementation of these changes

- Monitor service request queues and work with the business to remediate any issues identified, and

- Continually review the effectiveness of the service request function and implement improvements where possible.

3. Provide a service level management function by:

- Assisting the business to define clear business-based targets for service performance and setting up Service Level Agreements (SLAs)

- Assisting internal business units to set up Operational Level Agreements for services provided within UAC

- Setting up processes for the collection of appropriate service metrics for service level reporting

- Carrying out service reviews, and identifying and addressing service issues.

4. Provide an incident management function by:

- Taking on the role of Incident Manager for major (P1/P2) incidents and in this role, chairing Priority Incident Committee and Post Incident Review meetings

- Monitoring resolution of minor (P3/P4) incidents and prompting staff when SLAs are in danger of being breached

- Ongoing review and improvement of the Incident Management Process

5. Lead the development of standard processes, templates, and tools to ensure consistent working practices and support all business units involved to deliver ITIL compliant practices in their areas.

6. Lead the SMO in an effective manner and in accordance with legislative and UAC policy requirements, fostering a commitment to the team and its role, and mentoring and supporting staff on an ongoing basis.

6.   PRINCIPAL ACCOUNTABILITIES

The Team Lead, Service Management Office is accountable for:

1. Leading the development and implementation of best practice frameworks and standards across UAC to continually improve and maintain the quality, efficiency, and effectiveness of UAC's services.

2. Effective service request management within UAC by ensuring that service issues are identified and addressed, including the timely provision of service level reports.

3. Providing effective and timely resolution of incidents by consulting with stakeholders and obtaining agreement on remediation actions.

4. Mentoring other team members in the service management area to improve the overall outcome from SMO.

7.   CHALLENGES AND CONSTRAINTS

A major challenge for the Team Lead, Service Management Office is the need for resources in an environment where resources are limited but there is a growing number of services and projects with competing priorities to be accommodated. The challenge is to successfully manage the expectations of stakeholders while identifying the issues which have first priority because they will deliver the most tangible benefits in the shortest timeframe.

Challenges are compounded when there is also an environment where service delivery crosses both internal and external organisational structures and the Team Lead, Service Management Office has to compete and negotiate for changes to processes over which the position has no direct control or authority.

Another challenge facing the Team Lead, Service Management Office is the fact that the UAC IT Department has grown significantly and recently introduced ITIL compliant processes. The incumbent will need to drive the strong discipline around these processes so that it is embedded into UAC's culture.

As the business environment or other external conditions change, the Team Lead, Service Management Office must be able to assess the impact of these changes to UAC service delivery systems and processes and liaise with the owners of these systems and processes to assess the implications for their particular area of operation.

In dealing with stakeholders the Team Lead, Service Management Office must be able to communicate in a way that fosters understanding and cooperation and allows the prioritising of resources to support the overall goals and objectives of the organisation.

8.   EDUCATION AND EXPERIENCE

1.   Graduate level qualifications and extensive experience OR an equivalent combination of relevant experience and/or education/training.

2.   Demonstrated success in delivering or significantly contributing to the delivery of complex IT solutions/projects that service multi-stakeholder environments, including exposure to infrastructure, application development, business and process related projects.

3.   Extensive knowledge of the ITIL framework.

9.   SELECTION CRITERIA ESSENTIAL

1.   Extensive knowledge and understanding of the ITIL framework best practices. Ability to develop and apply standard processes, templates and tools in line with this framework to ensure consistent working practices, provide standardisation across all areas of UAC service delivery, and train business units in the new systems.

2.   Demonstrated experience in managing service queues, monitoring performance and workflow, and providing guidance and support as appropriate, and for ensuring that all targets and deadlines are met.

3.   Excellent interpersonal and negotiation skills, with proven ability to interact effectively with others and to build productive working relationships with colleagues and a diverse range of stakeholders in a collaborative and consultative manner.

4.   Excellent written and verbal communication/presentation skills. Demonstrated high-level skills in writing process documents and reports.

5.   Understanding of and commitment to the principles of anti-discrimination, anti-bullying, equal employment opportunity and work health and safety legislation; and the application of these principles in the workplace.

DESIRABLE

1.   Knowledge of tertiary and/or secondary education sector.

2.   Knowledge of current UAC services, systems and processes.

3.   Knowledge of the Atlassian suite of products, in particular, Jira Service Management (JSM).

EMPLOYEE _____DATE _____

PRIVACY STATEMENT

1. In applying for this position, you have provided UAC with personal information so that your application can be assessed.

2. It is possible that we may disclose information provided in your application to a third party such as a referee, or members of a selection committee.

3. If you provide us with the personal information of others (for example a referee's details), we encourage you to inform them that you are disclosing that information to us, and that UAC does not usually disclose their information to a third party.

4. In due course after the completion of this selection process, the personal information that you have provided will be destroyed, unless you make an application for your personal information to be returned to you.

5. If you seek feedback because your application is unsuccessful, in some circumstances information may be denied. For example if access would have an unreasonable impact on the privacy of others.

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