

# Candidate Information Pack

---

**Macquarie University**  
**Head of IT Shared Services**

Consultant: Andrew McEncroe, Managing Partner

March 2022

---



## Contents

Advertisement.....	3
Macquarie at a glance: .....	4
Our Purpose, vision, and values: .....	5
Organisation Chart .....	6
Position Description .....	7
The Application and Selection Process .....	10

## Links to other useful documents

[Macquarie University Operating Plan](#)

[Company Website](#)



## Advertisement

### Head of IT Shared Services

- **Macquarie University**
- **New role in a significant transformation**
- **Build capability to impact customer experience**

Macquarie University has always been a place of innovation and discovery. They are recognised globally as one of Australia's leading research universities and remain at the forefront of learning, teaching and discovery across a range of fields. They pride themselves on their mission of being a university of service and engagement. As a nationally recognised employer of choice, they foster an inclusive and collaborative work environment and support their staff to develop their skills and capabilities to be the best they can be.

The University is transforming their operations and service delivery models under the Operating Plan 2020–2024, seeking new ways to work, greater efficiency, sharper focus on purpose and student experience, and increased agility. They have been renewing their areas of focus in education and research, adapting their approach to learning and teaching and in their ways of working. They are also revitalising their campus (physical and virtual) so that they continue to lead as a modern university true to its spirit of innovation.

As part of this a new Shared Services has been established to deliver a first-class service to their students and staff. The Head of IT Shared Services is a new role to lead, develop and implement the operational strategy for the delivery of lifecycle based end-to-end IT services to drive customer satisfaction, efficiency, quality, cost benefits and competitive advantage.

You will be playing a key role in developing Shared Services and delivering against its strategic roadmap, reporting to the Executive Director Shared Services and working in partnership with the CIO to ensure services are aligned with the IT strategic direction. Engaging with stakeholders across the University to understand their needs and user experience to develop future service propositions will be an exciting feature of the opportunity.

We are seeking a talented executive with extensive experience leading customer-focused IT services in large and complex organisations (experience in higher education is not required). You will have demonstrated the ability to build teams with a culture of continuous improvement and service excellence, and have outstanding relationship management skills.

This is a rare opportunity to play a key role in a customer-centric transformation and to bring a service vision in a large and diverse organisation. You will be working with exceptional leaders with a passion for innovation, continuous improvement, and customer service excellence.

**To apply and for a copy of the Candidate Information Pack**, please go to [www.derwentsearch.com.au](http://www.derwentsearch.com.au) and search the role title. Applications should consist of a comprehensive resume and a covering letter describing why the appointment is of interest to you and what you believe you can bring to the role. For enquiries, please contact Andrew McEncroe by email [amcencroe@derwentsearch.com.au](mailto:amcencroe@derwentsearch.com.au) or on 02 9091 3230.

**Closing date:** Sunday, 10<sup>th</sup> April 2022





**MACQUARIE**  
University

## Macquarie at a glance:



**Ranked #1 in Australia**  
for graduate employment rate  
(QS Graduate Employability Rankings, 2020)



**More than 40,000**  
work placements or community  
experiences through PACE (Professional  
and Community Engagement) partnerships



**More than 4000  
partner organisations**  
across Australia and around the world, giving  
you access to valuable industry contacts



**Ranked in the top 1 per cent**  
of universities in the world



**10,000 degrees**  
awarded annually



**Fully integrated health  
precinct**  
centred around our on-campus hospital



**206,000 alumni in our  
international community**  
from more than 140 countries



**More than  
44,000**  
students from over 118  
countries



**100 per cent**  
of research activity rated at  
world standard or above



**\$1 billion invested to create**  
world-class facilities and  
infrastructure



**More than 150**  
partner universities for  
student exchange in over 45  
countries



**More than 150**  
undergraduate and  
postgraduate degrees



**Only university in Australia**  
with its own metro station



**Heart of Sydney's  
fastest-growing business  
region**  
only 15 kilometres from the Sydney CBD



**126 hectares**  
of parklands

PRIVATE AND CONFIDENTIAL

4



## **Our Purpose, vision, and values:**

At Macquarie, we're not afraid to choose the less trodden path. We see life as an exhilarating source of possibilities to grow intellectually and professionally, unconstrained by traditions. We are ready to embrace new experiences and ideas.

We believe that a leader is about being a team player and know that success in today's world is all about collaborating with the right people on the right issues.

We are naturally curious and open to the most diverse intellectual perspectives. United by a sense of purpose, a single vision and one set of values, we actively engage in the complex issues that define the future of humanity.

### **UNITED BY ONE PURPOSE**

We are a university of service and engagement:

- We serve and engage our students and staff through transformative learning and life experiences.
- We serve and engage our world through discovery, dissemination of knowledge and ideas, innovation and deep partnerships.
- Our university is a place for staff and students to be nurtured, to grow, develop, learn and explore.

### **SHARING ONE VISION**

We aspire to be:

- A destination of choice for students and staff who share our values.
- Deeply connected with our stakeholders and partners and known for this globally.
- Ranked among the highest performing research universities in Australia and, for key disciplines, to be recognised globally for our pre-eminence.
- Known across Australia and beyond as custodians of a remarkable university campus that blends the vibrancy of a cosmopolitan university village with a natural Australian bushland setting.

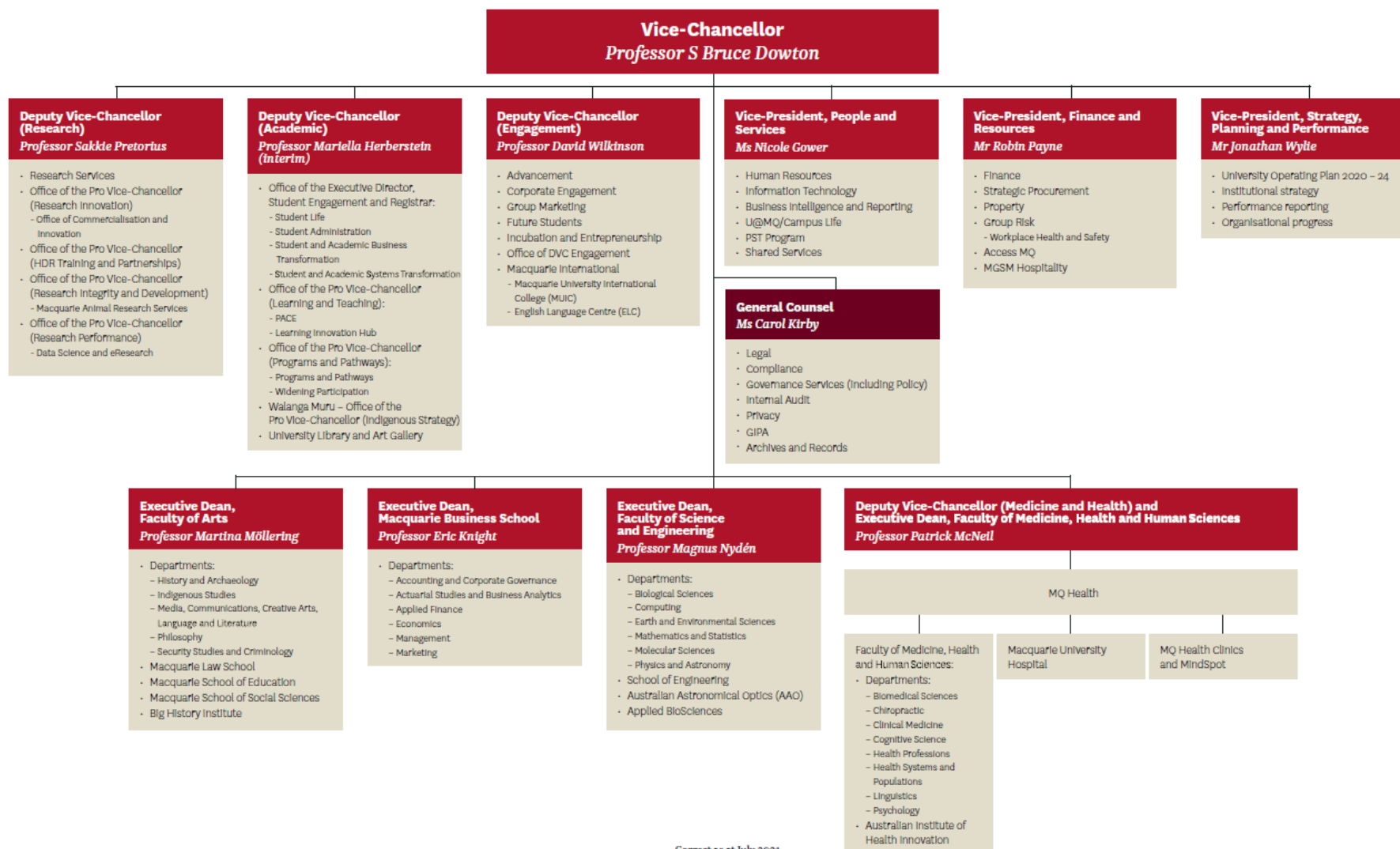
### **EMBODYING ONE SET OF VALUES**

We value:

- Scholarship – We believe learning, inquiry and discovery improve lives.
- Integrity – We conduct ourselves ethically, equitably and for mutual benefit.
- Empowerment – We make our community a source of strength and creativity.

Through our actions as students and staff, we live these values, and it is against them that we hold ourselves accountable.

# Organisation chart



Correct as at July 2021



## Position Description

### 1. POSITION DETAILS

<b>Position title:</b>	<b>Head of IT Shared Services</b>
<b>Faculty / Office:</b>	Shared Services
<b>Department / Team:</b>	Office of Vice-President, People and Services
<b>Classification level:</b>	Senior Contract, 5 years fixed term

### 2. POSITION PURPOSE

The Head of IT Shared Services leads and develops the operational strategy for the delivery of lifecycle based end-to-end IT services to professional and academic staff driving customer satisfaction, efficiency, quality, cost benefits and competitive advantage. This role develops the tactical plans and initiatives for the efficient and effective delivery of IT shared services across the University in line with the agreed service catalogue and KPIs.

### 3. ORGANISATIONAL CONTEXT

Macquarie University has always been a place of innovation and discovery. As a world-leading university for students and staff, we are recognised globally as one of Australia's leading research universities and remain at the forefront of learning, teaching and discovery across a range of fields. We pride ourselves on our mission of being a university of service and engagement.

The Portfolio of People and Services provides key professional services and strategies across marketing and communications, digital, people and culture, global and domestic student recruitment, and Shared Services functions to serve and engage our staff and students, and support the University's goals, reputation, and performance.

The Shared Services function delivers first-class services to our students and staff driving exceptional customer experience and service excellence. The Shared Services is an integral part of a modern customer-centric service based on solid disciplines including Service management, continuous improvement, and automation and analytics.

At the heart of the Share Services, we have our people and our service culture which empowers all staff to deliver optimal outcomes for our customers and are accountable for their individual and team development.

The Head of IT Shared Services provides strategic and expert operational advice on all IT services delivered by the Shared Services including customer facing field services and the operation of the IT Service Desk. Working in partnership with the CIO and the IT Leadership team ensures those services are delivered consistently, seamlessly and in alignment with the IT strategic direction

#### 4. POSITION CONTEXT

<b>Reports to:</b>	Executive Director Shared Services
<b>People Management</b>	
Direct reports:	4
Indirect reports:	57+
<b>Organisational Relationships:</b>	
Internal:	<ul style="list-style-type: none"> <li>Shared Services Leadership team and staff</li> <li>Chief Information Officer and IT Leadership Team.</li> </ul>
External	<ul style="list-style-type: none"> <li>Heads of IT Client Services (or equivalent) at other ANZ institutions</li> <li>External suppliers and consultants</li> </ul>

#### 5. KEY ACCOUNTABILITIES

- Lead the strategic operation and provision of all IT services delivered to the Department by the Shared Services function and the ongoing improvement and advancement of the customer centred Shared Services service delivery model.
- Collaborate across Shared Services functions to maintain an end-to-end view of the customer and services and identify and implement strategies to improve the customer experience.
- With a mindset of continuous improvement, lead the IT Team in their day-to-day activities ensuring excellence in and consistency of operational outcomes.
- Oversee and manage end -to-end services including Tier 0, Tier 1, and Tier 2 level support for IT Shared Services.
- Ensure provision of authoritative strategic, policy and procedural advice, information, and guidance for constituents across the University on IT policy and matters related to IT client services.
- Provide expert advice, information, and reports to the service management and service governance committees.
- Develop and maintain stakeholder relationships and effective communication channels across the University to engage, influence, negotiate and collaborate with stakeholders to deliver high quality service within service level agreements.
- Ensure the consistent implementation of the delivery of IT client services through benchmarking, continuous business process improvement, and customer feedback; this includes playing a leading part in securing integrated, streamlined, and intuitive IT services in conjunction with other IT teams and suppliers.
- Provide high level representation of the University to external national and international bodies, including government, industry networks, higher education providers, scholarship donors, and leading employers and industry partners.
- Foster a service culture which drives and encourages high performance, collaboration, agility, and accountability in the delivery of outcomes aligned with the VPPS and University's strategy, while modelling and promoting a strong risk and governance aware culture.
- Comply with relevant EEO and WHS regulations





- Perform any other duties as required and appropriate for this classification

**Scope and Autonomy:**

- Identifies University wide current and emerging issues and develops appropriate policies, strategies and/or programs.
- Manages significant organisational problems and/or issues and undertakes complex strategic planning and decision making.

(Qualifications, education/training, technical and/or professional skills and practical experiences relevant to success in the position)

**Required:**

- Tertiary qualifications in a related field or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.
- Experience delivering customer centric IT services.
- Expert knowledge of and experience with implementing ITSM best practices and processes in a large organisation.
- Expert knowledge of and experience implementing and optimising use of technologies that support the delivery of IT client services functions including but not limited to, service management, CRM, IVR, and contact centre solutions.
- Demonstrable expertise managing and directing an IT shared services function, including a Tier 1 IT service desk.
- Strong commitment to driving the highest quality services and operations within a culture of continuous improvement and service transformation.
- Experience in leading change in a service delivery and higher education, public sector or equivalent large and complex organisation.
- Experience in leading and managing high performance teams
- Demonstrated ability to analyse complex issues, formulate solutions, communicate key finding to stakeholders and exercise sound judgement.
- Ability to build and manage productive strategic partnerships with internal, external, domestic and international stakeholders.

**Other Specific Requirements:**

- Criminal history check

**IT Occupation / profession specific capabilities – SFIA Code / Skill (Level)** SLMO: Service Level Management (Level 6)

CSMG: Customer Service Support (Level 6)

SCMG: Service Catalogue Management (Level 5)

USUP: Incident Management (Level 5)

RESC: Resourcing (Level 5)

## The Application and Selection Process

### **COVID-19**

In this dynamic and challenging environment, we are responding to changes to ensure the safety and equity for all applicants and stakeholders. Interviews will be held in accordance with NSW Health guidelines and may be appropriately conducted in person or by video conference. We are happy to discuss these in greater detail with potential candidates and ensure that we are protecting the health and safety of everyone we work with.

### **Candidate Care**

We are committed to ensuring that potential applicants and candidates are treated respectfully and fairly. Derwent consultants are available to field inquiries and ensure that applicants are informed about developments as they become available. Candidates who are shortlisted and complete assessments including interviews will be offered a feedback session to discuss their experience and the assessment results.

### **Applications**

**Closing date:** Sunday, 10<sup>th</sup> April 2022

#### Applications:

All applications are to be received by Derwent. To apply, please go to [www.derwentsearch.com.au](http://www.derwentsearch.com.au) and search the role title. Your application should include a resume and a cover letter highlighting your suitability.

#### Enquiries:

Call Ali McCourt at Derwent on 9091 3252 or by email [publicsector@derwentsearch.com.au](mailto:publicsector@derwentsearch.com.au) and we will reply with information and/or arrange a convenient time to speak as required. Derwent will maintain confidentiality with respect to contact by potential applicants.

### **Selection process**

Derwent will conduct a review of applications for Macquarie University to consider and select a candidate short list to attend an interview with the selection panel. Candidates may also be required to complete additional assessments such as a presentation, personality profile and cognitive ability assessments. Further information and sufficient notice regarding additional assessments will be provided, and reasonable adjustments will be provided for candidates with a disability.

### **Reference Checks**

For candidates in final consideration, at least two referees will be contacted with permission before an offer is made. Any written references provided will also be checked and additional referees may be sought to further understand a candidate's merits for the role.

### **Pre-employment verification and background checks**

Before an offer of employment is made the following checks will be undertaken:

- Academic Qualification Check
- Professional Membership Check
- Criminal History Check.