

POSITION DESCRIPTION

Senior Project Manager

Reports to:	Head of Project Delivery
Division:	ITS – Information Technology Services
Tenure:	Permanent
Location:	Hamilton
Date:	October 2025

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive student experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

The Information Technology Services (ITS) Division is responsible for the coordination of information and communications technology (ICT) planning for the University; the delivery of robust, reliable core ICT infrastructure and enterprise systems, and the provision of professional ICT consultancy and customer-focused support services.

The ICT vision is “To engage, enable, innovate and protect our ICT services, and empower the

University of Waikato to leverage the value of ICT to achieve its strategic goals.”

2. POSITION PURPOSE

The Senior Project Manager will lead the successful delivery of high-value, complex ICT projects and programmes of work. The role ensures strategic alignment with the University’s goals, provides oversight and mentorship to project teams, and contributes to the continuous improvement of project governance frameworks and delivery methodologies. The Senior Project Manager plays a key role in ICT goals being delivered and supporting capability uplift of project management discipline amongst colleagues.

3. ACCOUNTABILITY

The Senior Project Manager is responsible to the Head of Project Delivery and may provide strategic input and leadership within the Project Delivery Office.

4. FUNCTIONAL RELATIONSHIPS

Internal: Chief Information Officer (CIO)
ITS Associate Directors
Project Delivery Office
ITS managers and teams
University Senior Leadership Team
Other University staff

External: External ICT vendors, service providers and strategic partners

5. KEY RESPONSIBILITIES

Project & Programme Management

- Lead end-to-end delivery of high-risk, complex projects and programmes of work.
- Oversee project initiation, planning, execution, monitoring, and closure.
- Define scope, timeframes, budget, and benefit realisation plans.
- Champion continuous improvement in project governance and frameworks.

Strategic Leadership & Capability Building

- Mentor and support the development of other project managers.
- Lead and embed change control, risk management, and QA practices.
- Ensure projects deliver to strategic priorities and alignment with organisations goals.
- Shape and refine delivery frameworks, templates, and toolkits.

Stakeholder Relationship Management

- Engage and influence senior stakeholders across the University.
- Deliver customer-focused outcomes, with change management support.
- Manage executive communications, expectations, and escalations.
- Manage external vendor engagements.
- Incorporate Māori perspectives through inclusive consultation.

Organisational Contribution & Collaboration

- Lead digital transformation and strategic ICT projects.
- Facilitate lessons learned and best practices to strengthen project management best practices and capability.

Health & Safety

- Uphold a safe, healthy work environment, complying with University Health and Safety Policy and responsibilities.

Other duties as required, consistent with the role.

Team Contribution

- Work effectively as a member of the Project Delivery Office and ITS to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.
- Comply with and undertake responsibilities set out in the University's Health and Safety Policy

Continuous Improvement

- Actively contribute to the ongoing development and improvement of project framework, delivery practices and related systems and processes.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

6. PERFORMANCE STANDARDS

The Senior Project Manager will be performing satisfactorily when:

Planning and Execution

- Strategic projects are developed with clear objectives, scope, outcomes, and benefits, and are reviewed and accepted by the CIO, ITS leadership, and senior stakeholders.
- Complex project and programme lifecycles are led effectively, ensuring delivery aligns with institutional goals, change imperatives, and digital transformation priorities.

Stakeholder and Cultural Alignment

- Stakeholder engagement is proactively managed across executive and cross-divisional levels.
- Engagement strategies incorporate Māori perspectives and cultural inclusion where practicable.

Resource and Performance Tracking

- Projects and programmes are monitored, performance, risk, and resource utilisation are managed, with regular executive-level reporting.

Team Effectiveness and Leadership

- Project teams are high-performing and supported through mentoring, leadership, and clear role alignment, with regular feedback and capability-building initiatives.

Risk and Issue Management

- Risk identification is embedded into project planning; significant issues are escalated early to leadership with recommended action paths.

User Adoption and Change Management

- Advanced change management practices are integrated into project delivery, ensuring university-wide user engagement, training, and adoption strategies achieve strong uptake and user satisfaction.

Continuous Improvement

- Lessons learned are thoroughly documented and shared across teams; recommendations are integrated into future project planning and portfolio methodologies to drive ongoing improvement.

Compliance and Safety

- A consistent and visible commitment to safe work practices, regulatory compliance, and University policy adherence is demonstrated across all projects.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A bachelor's degree in computer science, Information Technology, Management, or a related field.
- Industry certifications in Project Management such as Prince 2, PMP, PMI, Agile/Scrum certification (Certified ScrumMaster (CSM) or PMI-ACP (Agile Certified Practitioner) for Agile project environments)

Preferred

- ITIL Foundation Certificate.
- Portfolio or programme management certifications (e.g. PgMP, MSP)

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Minimum 8 years' experience in IT project management roles.
- Proven success leading high-value, strategic ICT projects.
- Demonstrated experience managing large project teams and vendors.
- Experience engaging executive leadership and complex governance structures.
- Proficiency in risk, budget, and stakeholder management.

Preferred

- Experience in tertiary education or research sectors.
- Knowledge of higher education ICT environments.
- Experience uplifting project delivery maturity across teams.

PERSONAL QUALITIES

- Strategic thinker
- High emotional intelligence and leadership presence.
- Influential communicator and negotiator.
- Champions diversity, inclusion, and Treaty of Waitangi commitments.
- Adaptive, collaborative, and proactive in problem solving.
- Integrity and professionalism in all interactions.