Position Description

PROFESSIONAL SERVICES

Position Title	Global Portfolio Coordinator
Classification/Level under the Enterprise Agreement (if applicable)	Level 6/7
Management Level	Specialist
Faculty / Portfolio	Vice President (Operations)
School / Division	Digital Services (DS) – Global & Research
Main Location(s)	Wollongong Campus
Delegations *(if applicable)*	N/A.

Primary Purpose of the Position

The Global Portfolio Coordinator supports the Manager Global in all operations of the global portfolio within Global & Research, Digital Services (DS). The position provides coordination, administrative, governance and reporting support across projects, operational matters, vendors, resourcing, risks and issues, ensuring commitments, decisions and information are current, recorded and progressed by the accountable owner.

The position acts as a central coordination point for routine portfolio administration and communications across the global portfolio, including UOWGE and its controlled entities, offshore campuses, internal service teams, and vendors.

Position Environment

Digital Services (DS) is the University's central information management and technology service provider for core infrastructure and services and is responsible for the development and management of information and communications technology resources in response to research, teaching and corporate requirements.

The Global & Controlled Entities function, within the Global & Research unit, coordinates technology planning, delivery, governance and operational engagement between UOW and its controlled entities and offshore campuses. The operating environment is geographically distributed and involves multiple jurisdictions, time zones, business units, technology teams, vendors and governance forums.

The position supports a portfolio that includes concurrent project delivery, operational matters, vendor engagement, compliance activities, licensing, business cases, risk and issue management, and executive and governance reporting.

Major Responsibilities

RESPONSIBILITIES
Portfolio, project and operational coordination • Coordinate portfolio, project and operational activities, including schedules, milestones, actions, dependencies, deliverables and deadlines. • Maintain portfolio-level trackers and forward schedules, consolidating information from project teams, campuses, vendors and internal service teams. • Monitor progress, proactively follow up outstanding actions and escalate overdue, incomplete or conflicting matters to the Manager Global. • Support project activities across initiation, planning, implementation, testing, deployment and transition, including workshops, UAT, change and operational readiness.
Governance, reporting and executive support • Coordinate governance and executive forums, including scheduling, agendas, papers, minutes, decisions, actions and meeting packs. • Maintain governance calendars and action, decision and commitment registers, following up outstanding items between meetings.

- Collate and prepare portfolio reports, briefings, presentations, business cases and executive reporting materials, ensuring consistency, completeness and version control.
- Support the Manager Global by maintaining visibility of matters requiring prioritisation, decision, escalation or management attention.

Stakeholder, campus and vendor coordination

- Act as a central coordination point across controlled entities, offshore campuses, Digital Services teams, vendors and other stakeholders.
- Coordinate routine communications, requests, stakeholder engagements and follow-up activities, directing substantive technical, commercial or governance matters to the appropriate owner.
- Maintain stakeholder, vendor and campus records and track agreed actions, requests and dependencies.
- Coordinate administrative aspects of vendor engagement, procurement, contracts, licensing, renewals, purchase orders, invoices and approved budget records.

Risk, compliance, records and information management

- Maintain accurate portfolio records, registers and repositories, including risks, issues, actions, decisions, approvals and key project artefacts.
- Coordinate review cycles and follow up accountable owners for updates, evidence and required actions, highlighting overdue or incomplete matters.
- Support privacy, cybersecurity, architecture, legal, procurement and records-management reviews and maintain evidence of outcomes, remediation actions and approvals.
- Apply appropriate document control, version control, filing and information-management practices to support governance, audit, project handover and operational requirements.

Resource, systems and administrative coordination

- Maintain resource planning, allocation, contractor and workforce-tracking information provided or approved by accountable managers.
- Coordinate administrative aspects of contractor onboarding, offboarding, extensions, resource forecasts, approved funding and chargeback arrangements.
- Administer agreed portfolio tools, including Microsoft Lists, Planner, SharePoint, Teams and associated registers and dashboards, within approved access and governance arrangements.
- Maintain approved templates, notifications and simple workflows and support data quality across portfolio systems.

Workshops, logistics and continuous improvement

- Coordinate workshops, discovery sessions, testing activities, stakeholder consultations and governance events, including scheduling, participants, venues, technology, travel and supporting materials.
- Coordinate the collation and distribution of workshop outputs and follow-up actions.
- Identify opportunities to simplify and standardise administrative, reporting and coordination processes and reduce duplication.
- Develop and maintain reusable templates, checklists and procedures and support appropriate use of Microsoft 365 automation.

University-wide

- Act in accordance with University policies as amended from time to time, the Values in Action Framework of Thrive Together, Pursue Excellence, Be Accountable and Lead with Integrity, and our commitment to Equity, Diversity and Inclusion.
- WHS responsibilities, accountabilities and authorities as outlined in the WHS Framework - https://www.uow.edu.au/about/services/safe-at-work/whs-framework/

Reporting Relationships and Other Key Contacts

Position reports to	Manager Global, Digital Services
Positions supervised by this position	None

Other key contacts and stakeholders	Associate Director, Digital Services (Global & Research); controlled-entity and offshore-campus technology leaders and representatives; Digital Services project, architecture, cybersecurity, applications, infrastructure and service teams; UOW Global Education and business stakeholders; Finance, Procurement, Legal, Records, Privacy and Risk representatives; project managers, business analysts, subject matter experts and workstream leads; external technology vendors, implementation partners and suppliers.

Selection Criteria

ESSENTIAL

- Demonstrated experience providing high-level administrative, project or portfolio coordination support in a complex organisation, including supporting governance forums, Steering Committees, executive meetings or comparable decision-making bodies.
- Demonstrated ability to manage multiple concurrent activities, deadlines, actions and stakeholders with a high degree of accuracy and follow-through, including following up agreed actions, identifying incomplete, inconsistent or overdue information, and escalating matters appropriately.
- Experience coordinating meetings, preparing agendas and papers, recording minutes, and maintaining action, risk, issue and decision registers, following up outcomes.
- Strong written and interpersonal communication skills, including the ability to prepare clear correspondence, summaries, reports and well-structured documentation, and to communicate effectively and professionally with senior stakeholders, technical teams, business representatives and external vendors.
- Demonstrated experience maintaining document repositories, registers, version control and reliable administrative and governance records.
- Experience using Microsoft 365 applications, including Outlook, Teams, SharePoint, Word, Excel and PowerPoint, and administering or configuring collaboration and work-management tools and simple workflows within established standards and governance arrangements.
- Demonstrated discretion when handling sensitive, confidential, commercial or governance information, and the ability to work independently within defined responsibilities while recognising matters that require management, technical or governance escalation.
- Experience coordinating workshops, events, travel or logistics involving multiple stakeholder groups, locations or time zones.

DESIRABLE

- Experience supporting information technology projects, programs or operational portfolios, including familiarity with project artefacts such as schedules, RAID registers, decision logs, status reports and governance packs.
- Experience with Microsoft Lists, Planner, Power Automate, ServiceNow, Jira or similar work-management tools.
- Experience working in a geographically dispersed or international environment.
- Relevant qualification in business administration, project administration, information management or a related field, or project-support certification or training such as PRINCE2 Foundation, Agile fundamentals or equivalent.

Special Job Requirements

- May occasionally be required to participate in meetings outside standard business hours to accommodate international stakeholders and time zones.
- May be required to support activities across multiple campuses or controlled entities.
- Limited travel may be required.
- This position is subject to a National Criminal Check.

Roles and Responsibilities in relation to Workplace Health and Safety and Equity, Diversity and Inclusion in the Workplace

The University of Wollongong is committed to providing a safe, inclusive, and equitable workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely, be engaged in activities to help prevent injuries and illness and create an equitable and inclusive environment.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

ALL STAFF

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS); further information is available in the WHS Framework.
- Work in an inclusive environment, treating all colleagues, students and visitors with respect.

Inherent Requirements

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other relevant work organisation; and
- Do the job without undue risk to your own or others health, safety and wellbeing at work.

If you have any injuries, illness, disorder, impairment, condition, disability or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.

Position Description Status

This table contains information about the status and approval of this document

Date created	November 2026
Date reviewed by supervisor in consultation with the employee i.e. at least every three (3) years, or sooner if required	
Date reviewed by P&C (if applicable)	
Date reviewed by CP&CO (if applicable)	
Date of next review	November 2029