



CARMEL BROWN

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Professional Experience

- Over 25 years in administration, management and service delivery experience gained from a variety of roles.
- Excellent strategic and governance leadership, team leadership, business process and service management, financial and resource management and project management capabilities.
- High level business acumen and technical skills that support business and system analysis, business administration, service management and business service improvement planning delivering quality customer centric services and solutions.
- Excellent communication and networking skills. Pleasant disposition and highly sort after to provide by colleagues and peers expert advice on policy and procedures. Excellent reputation for knowing how to approach, develop and collaborate to achieve successful outcomes in challenging and complex environments. As a professional in the higher education sector.
- I am well known for my corporate knowledge and expertise in a range of business areas and have developed an extensive networks across the higher education sector and other industries and organisations.

Professional Experience

Business Administration
Strategic Planning
Relationship Management
Budget and Resources Management
Workforce Planning
Project Management
Contract and Vendor Management
Business Process Improvement
Service Design
Continuous Service Improvement Programs
Change Management
IT Service Management

Board & Committee Experience

Queensland University of Technology

- IT Service Change Management Board ***(June 2016-Current)***
- University's enquiry management system Advisory Committee ***(2014-Current)***
- Student and Staff ID Card Committee, ***(2014-Current)***
- Service Management Committee, ***(2013- Current)***
- Divisional Workforce Planning Leadership Planning Group. ***(2007- Current)***

External Committees and memberships;

- State Secretary and committee member on the IT Service Management QLD branch ***(July 2016 -Current)***
- Chair of Council of Australian Universities Directors of IT (Caudit) - Business Analysis Community Group (online) ***(Nov 2015 - Current)***
- National Consultative Group of Service Families ***(1993-1994)***
- Qld Rugby Union- *Ballymore Ladies Medical Support Group-Promoting Safety in Rugby Treasurer* ***(2007-2010)***
- Everton Park Junior Rugby Club -Club Secretary & Sports Medical Coordinator ***(2007-2010)***

Professional Experience.

Position:	Manager, Service Design Business Processes (Governance and Quality)
Department:	Learning Environments and Technology Services – Queensland University of Technology
Duration:	4 years (November 2011-current)

Key responsibilities:

As the Manager in the Learning Environments and Technology Services department for the university, which has a large outward facing IT service presence, my responsibilities include leading and managing; a range of continuous service improvement projects and initiatives from strategic through to operational ensuring alignment with the department and university's goals.

I am responsible for the development of high level submissions, reports to university management, develop and review business processes conforming to relevant frameworks such as Project Management Frameworks and Services Management Frameworks, develop and manage contracts and agreements on behalf of the department. I also manage the departments' annual staff development, compliance training program and key workforce planning activities.

I provide high level executive support to the Director on a daily basis which covers an extensive range of activities and topics including researching, interpreting current policies and legislation relating to the higher education sector and emerging technologies.

Achievements:

- Awarded Vice-Chancellor's Performance Award 2015 in recognition of a significant and superior contribution to the work of the university.
- Development and project management of tenders, IT Contracts and agreements on behalf of the department. **Total value \$20M annually**
- Development and maintenance of the department's workforce and succession plan **(FTE 125)**
- Delivery of the department's regular and annual strategic planning reporting commitments **(Approximately 20 + reports delivered annually)**
- Lead the development and implementation of the department's business continuity and system recovery plans for **12 IT Services**
- Establishment of the department's Self-Service capability working party **delivering knowledge management capability and strategy to support key IT Services.**
- Successfully redevelopment of the department's information management including the redevelopment of the department's websites, intranet and SharePoint sites.
- Strengthening of key relationships with other departments within the division through active engagement on steering committees and working parties.
- Implementation of a social media communication tool to support innovation and sharing of information and ideas across the department. **(Over 2,500 users)**
- Redevelopment and implementation of an online departmental staff development application process and compliance training. **(compliance of staff from 60% to 95% over 2 years)**

Position:	Service Manager- QUT Digital Signage Service
Department:	Learning Environments and Technology Services – Queensland University of Technology
Duration:	4 years (November 2011-current)

Key responsibilities:

As the Service Manager for the university wide digital signage service, my responsibilities include; managing and supporting the service, user management and training, contract and vendor relationship management, coordination of signage installations and providing guidance and design advice on digital signage solutions. The service currently delivers a range of content including; general information, critical messaging, timetabling, live

streaming and interactive kiosks.

Achievements:

- Implementation of over **180 digital signage installations** across the university delivering key information to students and staff including critical messaging, timetabling, live streaming and the promotion of corporate and university wide events.
- Negotiation of a site licence and extensive support and maintenance agreement ensuring continuity of a high quality of service. (**Total Investment \$2M**)
- Developed an ongoing successful partnership with university Facilities Management department resulting in regular engagement and collaboration opportunities on capital works programs across all campuses.

Position:	Project Manager- Workforce Planning – SFIA Implementation
Department	Learning Environments and Technology Services – Queensland University of Technology
Duration:	9 months (Aug 2015-current)

Key responsibilities:

As the Project Manager of a key workforce planning project for the two primary IT departments within QUT, my responsibilities include the delivery of a skills workforce framework, a suite of position descriptions aligned with the Skills Framework for the Information Age (SFIA) and the implementation of a talent management solution to support ongoing workforce planning strategies.

Achievements:

- Successfully delivered in partnership with the consultants skills validations for over **200 IT staff**.
- Conversion of positions descriptions and role definitions (**Collection total 80+**)
- Contract negotiations and contract development for the project

Position:	Project Manager – Technology Digital Roadmaps Project
Department:	Information Technology Services
Duration:	3 months- 2015

Key responsibilities:

As the Project Manager for a key University wide initiative being QUT’s Digital Roadmap, I was responsible for the coordination, development and delivery of a portfolio of strategic and innovative technology roadmaps identifying over 40 IT projects. In this role I also provide support to the Director of IT in delivering key presentations to the QUT community.

Achievements:

- Facilitated over **30 meetings/workshops** involving **30 plus technology staff** and **30 plus key stakeholders** from a range of faculties and divisions within QUT.
- Presented on a regular basis to senior university staff on project updates and outcomes
- Delivered a suite of technology project recommendations with costings and sizing estimates

Position:	Team Leader – Finance and HR
Department:	Divisional Office
Duration:	3 years (2007-2010)

Key responsibilities:

Providing leadership to a large team of finance and human resources staff responsible for budget and resource

management on behalf of five departments within the division of Technology Information and Learning Support. Developed and delivered monthly divisional financial reports to the Deputy Vice-Chancellor (**Total Budget \$30M, FTE 550+**)

Achievements:

- Ensuring effective delivery of finance and resourcing services to all members of the division
- Developing continuous improvement practices based on customer, partner and team feedback.
- Facilitating the development of this high performing team, through individual performance planning and team development activities.
- Establishing strong partnerships with co-service providers, customers and partners. To ensure the continual improvement of the teams services.
- Management and coordination of team project work associated with improvement planning or maintenance of existing services or resolution of complex problems.
- Implementation of centralised procurement process within the Division.
- Coordinating the completion of the 2007 and 2008 Asset stocktake resulting in first time result of **99% sighting of Divisional assets.**

Position:	Project Resources Coordinator – Student and Academic Management System
Department:	Division of Administrative Services
Duration:	1 year (2009)

Key responsibilities:

Responsibilities included the management of the program’s four project work breakdown structure plans in collaboration with the individual project managers and overseeing management and reporting of the programs financial and resources activities. Provided additional administration support to the Program Director, 4 senior Project Managers, project staff and external consultants.

Achievements:

- Successfully coordinated and managed the program executive committees
- Produced regular project status reports, risk management plan updates,
- Coordinated the submissions and project plan documentation for project steering committee meetings
- Secretary for key decisions making project committees
- Managed and maintained the project work breakdown structure comprising of over 4000 entries.

Position:	Divisional Administration Manager
Department:	Departments of Finance and Resource Planning
Duration:	April 2006 – Jan 2007 (9 months)

Key responsibilities:

As the Divisional Administration Manager I provided high level administrative support to the Executive Director, which also included the delivery of the division’s strategic plan, workforce plan and annual report. Lead the department’s annual operating budget and managed both the assets and human resources processes and reporting activities. Managed and supervised and provided leadership and guidance to administrative staff within the department ensuring that the office of the Executive Director and other senior staff within the department functioned at a continuously high standard

Achievements:

- Delivered the annual budget submission on time
- Successfully delivered a departmental staff rewards and recognition program
- Successfully implemented a quarterly staff departmental newsletter promoting information sharing and communication within the department.

Women in Technology

Board Readiness Program – (commencing Aug 2016)

Australian Institute of Management

Developing Compelling Business Cases (2016)

Certificate IV Project Management (2006)

IT service management (ITSM)

ITIL – Continuous Service Improvement (2015)

ITIL V3 - Foundation Certificate in IT service management (2007)

ITIL V2 - Foundation Certificate in IT service management (2005)

External service provider training

Business Process Modelling (3 day course 2015)

Holistic System Thinking for Complex Problem Situations (1 day workshop 2014)

Managing vendor partnerships (3 day course 2013)

Certificate IV in Workplace Training and Assessment (5 day course 2003)

In house QUT training

QUT Women in Leadership Program (8 month program 2012)

Strategic Leadership Program (6 month program 2007)

Financial Management for Financial Professionals (1 day course 2007)

Audit and Risk Management (1 day course 2007)

QUT Team Management and Development Program (6 month program 2005)

Referee Details

Referee details as available upon request .