Division of Strategy & Quality

The Division of Strategy & Quality incorporates UNSW Planning & Performance, Legal & Compliance, Governance, Risk Management, the University Program Office (UPO), and the Operational Excellence Portfolio by providing strategic direction and operational guidance to support the objectives of the University.

Meet the Team

Our Goals

1. To effectively track the UNSW 2025 Strategy Implementation, Progress and Benefits Realisation

2. To strengthen the service delivery of each unit within the Division

3. To minimise risk with the key responsibilities across the Division

4. To be an exemplar of the 5 UNSW behaviours

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1. UNSW Planning and Performance (UPP)

UPP creates, implements and manages business intelligence, reporting and data governance. UPP ensures that the standards, practices and processes around these areas align with the goals of the University. It allows for effective planning and information management by collecting and analysing data around its people (staff, students, stakeholders) and business units (faculties, administration). UPP is a key resource to senior management, providing data, management information and analysis to support University decision-making.

2. University Program Office (UPO)

The UPO provides support, assurance, performance monitoring and risk management of the overall 2025 Strategy program against planned and realised benefits and for all major projects across UNSW. This includes delivery of frameworks, tools and processes to support faculties and business units in planning, delivering and completion of projects to deliver the maximum benefit to UNSW and its stakeholders.

3. Risk Management

The Risk Management Team is responsible for monitoring, evaluating and reporting university wide risks to both the Management Board and University Council. Risk Management provides independent advice to risk owners on effective risk management, whilst also playing a lead role in the event that Business Continuity is invoked.

4. Legal and Compliance | Governance

The Legal Office provides advice to the University and its controlled entities on all legal matters affecting the University. The Office oversees Legal, Compliance, Governance Support, and Records & Archives.

The Governance portfolio covers management of board and committee meetings, management of the policy framework, management of the register of delegations, responsibility for the conduct of elections, and responsibility for Records & Archives.

5. Operational Excellence

Operational Excellence is about transforming the service experience for students and staff across the University, achieved by delivering effective and efficient professional services. Established in early 2016 as an enabler for the 2025 Strategy, its primary focus is on investing in process and system changes to strengthen UNSW services, creating new opportunities for staff, reducing administration burdens by automating more tasks, and by providing a new student hub with more services co-located to support our students.

As of: 22 January 2018