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<b>JOB TITLE</b>	Service Development Project Manager (SDPM)
<b>DATE</b>	02/09/2020
<b>REPORTS TO</b>	CEO

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## JOB DESCRIPTION

### Purpose of role

- The Centre has experienced rapid growth over the last 18 months of operations. As the SPDM you will be joining an innovative organisation with an ambitious business growth strategy built on contemporary service models. The SPDM will work across all areas of the business including Aged Care, Disability and Youth, managing a range of projects including registration to provide My Aged Care packages, roll out of independent living options and the development of a social enterprise for our youth services. The SPDM will work with a team of service delivery professionals who will provide subject matter expertise.

### Main duties and responsibilities

- Develop and maintain a detailed workplan with KPI's aligning deliverables to specified project outcomes.
- Manage development and monitoring of project budget.
- Identify risks to project delivery and develop strategies to mitigate risks.
- Consult with key personnel ensure integration of service delivery and commitment to project deliverables across RNC,
- Liaise with suppliers for procurement of infrastructure resources.
- Provide leadership and allocation of resources to enable program delivery to meet specified KPI's and outcomes.
- Confirm time and task allocation towards project for 'core business' staff and manage interdependencies and buy-in to project deliverables.
- Develop and implement stakeholder communication strategy, including internal, external and government stakeholders.
- Report against project workplan to the RNC Board, providing timely advice of risks and changes to scope as required.
- Recruit academic partner and ensure resources are in place to enable measurement of project outcomes (ILO).

- The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

#### Other duties

- Fulfil other duties as required by management and other department personnel as requested/required.

## PERSON SPECIFICATION

#### Qualifications

- Relevant qualification in Project Management or Management with a solid understanding of and experience with standard Project Management methodologies.

#### Experience

- Experience producing detailed project workplans with KPI's, aligning deliverables to specified project outcomes.
- Experience in project and team management
- Proven background delivering projects on time and within budget.
- Competent in using project management measurement tools
- Experience monitoring and managing project risks and issues
- Excellent presentation skills- adept at conducting presentations to all levels of staff and stakeholders
- Excellent written communications skills- able to write detailed reports and present findings in an appropriate format
- Experience liaising with both internal and external stakeholders

#### Desirable

- Experience working in community health or disability
- Experience managing the implementation of new programs
- Own car (for occasional use)

#### Skills & competencies

- **Leadership Skills:** lead projects to enable continued growth
- **Client centred focused:** committed to providing exceptional customer service and the ability to provide support through a positive approach.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.

- **Time management/organisation:** accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.

**Personal attributes**

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

**Other**

- Clean driving licence (desirable).

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

**ACKNOWLEDGEMENT**

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I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

**SIGNED BY YOU**

.....  
Employee

.....  
Date

**SIGNED BY MANAGEMENT**

.....  
Manager

.....  
Date