Position
description

Title	**Project Manager**
Reports to	CIO
Classification & Salary	SCHCADS Level 7.3 (plus super and salary packaging)
Employment Status	Full Time 12 Month Fixed Term Contract
Primary Location	Melbourne
Date	May 2021

Good Shepherd Australia New Zealand (GSANZ)

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

Role Purpose

The Project Manager will be responsible for developing and achieving a change management project plan aimed at improving Good Shepherd's delivery of services across multiple programs after a period of significant growth. Projects will include (but not be limited to) systems implementation of software as a service (SaaS), HRIS systems, and call centre systems.

This Project Manager will lead a small team including Business Analysts and System Analysts, and will closely manage the organisation's ICT budget.

Key Responsibilities

- Creation and management of project plan including risks, issues, resources, and action items
- Provide high quality leadership and coordination to the project team and their activities and deliverables through open communication, teamwork and delegation
- Coordinate third parties/vendors and collaborate with internal and external stakeholders for the execution of the project
- Manage project budget, and monitor and deliver all projects within agreed budget
- Communicate project and budget tracking to the organisation through measurement of project performance, creation of project status reports, and status updates at meetings (eg; IT Governance Committee Meetings)
- Develop spreadsheets, diagrams and process maps to document and communicate needs
- Other duties consistent with the position where required and/or requested by the Manager

Responsibilities of Good Shepherd Employees

Strategy
- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People
- Demonstrate commitment to own learning and development
- Contribute to development of a high-performance team through demonstration of capabilities outlined in Good Shepherd's leadership capability framework
- Participate actively in regular formal supervision
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

Clients
- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
- Maintain a client-centred approach to service delivery at all times

Service Delivery and Operations
- Deliver all services in line with service standards and program procedures
- Maintain accurate data, information and reporting at all times
- Maintain agreed service level agreements
- Provide timely reporting in line with department requirements
- Other duties as reasonably required

Stakeholders
- Liaise effectively with referral network
- Work collaboratively with other service providers to deliver valued outcomes for clients
- Develop constructive, collaborative relationships with other Good Shepherd team members and departments

Compliance
- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Qualifications, Experience and Mandatory Requirements

1. Tertiary qualification In Business, IT or relevant field
2. Significant experience in medium to large scale projects aimed at optimising business outcomes and user experience
3. Experience managing systems implementation. Must have software as a service (SaaS), and HRIS systems implementation experience, preferable to also have experience implementing call centre systems
4. A satisfactory Police Check
5. A current Employee Working with Children's Check (WWCC)

Key Selection Criteria

1. Demonstrated success managing medium to large sized projects on time and within budget
2. Superior interpersonal skills to manage key stakeholder relationships and expectations during a period of change and ability to communicate with technical and non-technical users
3. Excellent communication skills for reporting, writing and drawing process maps
4. Experience leading a small team of technical experts
5. Advanced ability in Microsoft Office Suite

Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

Additional information

Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

The above requirements will need to be supplied and verified prior to commencement
Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.