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| **Position Title** | **Project Manager** | **Department** | **Language Services** |
| **Reports to** | **Manager, Language Services** | **Effective date** | **June 2021** |
| **Responsible for** | **N/A** | **Location** | **Expression Australia Head Office** |

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| **Organisation Overview** | Expression Australia (formerly Vicdeaf & Tasdeaf) connects people to the life they want to lead - through ensuring better access, inclusion and equal opportunity.    Expression Australia is an iconic and progressive community organisation, a rapidly evolving commercially oriented business and leader in providing services to people who are Deaf, hard of hearing or who experience barriers to participation. We strive to be a bi-lingual, bi-cultural organisation that respects both languages – Auslan and English - equally and celebrates the rich heritage and cultural diversity of the Deaf community and individuals.    Expression Australia's vision and mission empower people to achieve better economic, cultural, social and civic participation in the community. |

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| **Role Overview** | The Project Manager works closely with the project sponsor and other relevant stakeholders to identify and document project requirements including project vision, scope and deliverables, project milestones, benefits and risks as well as project resources and budget.  The project manager is responsible for managing project resources including coordinating people and processes to ensure projects are delivered on time, within budget and produce agreed results and stakeholder benefits.  The Project Manager takes a proactive, action-oriented approach to issue and risk management and ensures issues and risks are captured and managed using agreed monitoring and reporting processes.  The Project Manager applies exemplary communication and influencing skills to effectively engage and manage all project stakeholders, securing widespread buy-in to the project vision.  This project specifically addresses the retention and recruitment of Auslan-English Interpreters. Executing agreed outcomes with the Department of Education resulting in strengthened pathways for pre-certified Interpreters, including mentoring and intern programs. Significant stakeholders in this project are Melbourne Polytechnic, RMIT and VDEI. |

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| **Job Specific Responsibilities**  *Key performance indicators will be clearly defined through the performance planning process.* | |
| **Contribute to the achievement of Expression Australia’s strategic objectives** | * Advance Expression Australia strategic plan and its vision through executing the organisation’s strategic priorities. * Model behaviours that are consistent with the mission and beliefs of the strategic plan.   Model behaviours that reflect our values. |
| **OHS & Quality Compliance** | * Take reasonable care for their own health and safety, and health and safety of others * Adhere to OHS guidelines * Adhere to the organisation’s Quality framework |
| **Financial management** | * Manage project budget including monitoring and reporting on project expenditure. Identify and propose corrective actions to address project over/under spend to project sponsor and governance group * Within prescribed authority limits, approve expenditure of budget items * Adhere to Expression Australia’s procurement policy |
| **Project Management** | * In consultation with the PMO and project sponsor, apply best fit project management processes for project delivery and measurement and evaluation of assigned projects * Take responsibility for managing all project control functions including establishing and maintaining all project records such as the project charter, project schedule and status reports, issue register, risk register, lessons log and other relevant records as agreed with the PMO and project sponsor * Establish effective project management rituals to support project delivery including sponsor check-ins, project planning, team stand-ups and retrospectives * Manage the information flow via agreed channels between the governance and delivering levels of assigned projects * Foster strong, constructive relationships with project stakeholders including vendor/s * Develop and execute effective stakeholder management and communication plans * In consultation with the Coordinator Community Engagement, ensure appropriate codesign processes and practices are applied throughout the project lifecycle |
| **Leadership** | * Lead and motivate the Project Team throughout the life of the project * Establish behavioral expectations of project team members. Provide effective coaching and feedback to elevate team performance * Foster a welcoming and respectful working environment for all project stakeholders |
| **Risk Management** | * Identify, prioritise, record and communicate project risks using agreed monitoring and reporting processes and communication channels * Work closely with relevant stakeholders to conduct timely analysis of identified risks and prepare risk mitigation strategies for project sponsor endorsement |

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| **Core Capabilities (including Expression Australia Values highlighted in orange)** | | | |
| **Respectful**  *Behaving ethically appropriate, respectful of culture & community and providing person centred services to clients and others* | Provides excellent levels of person-centred services regularly. Establishes and maintains effective relationships with clients. Involves clients in service design and advocates for the client experience. | **Diversity**  *Showing respect for diverse backgrounds and experiences* | Builds a diverse staff group with a variety of skills who function effectively to accomplish the mission of the organisation. Develops a creative initiative focused on recognising the various dimensions of diversity to encourage inclusiveness in the workplace. |
| **Technology**  *Using and understanding technology to improve service delivery* | Uses technology and applies emerging and evolving technologies to current and future business needs at the operational level. Supports appropriate use of communications and technology systems. Assists with implementation and training of staff in the use of workplace technology. | **Accountable**  *Demonstrating responsibility for own work* | Sets measurable objectives for self and team. Structures work methods and monitors performance to meet organisation needs and deliver balanced outcomes. Reviews the effectiveness of projects. Manages and takes responsibility of organisational impact and risk. |
| **Adaptive/Resilience**  *Demonstrating and developing individual coping strategies* | Applies sound competency in considerably difficult situations. Responds to setbacks by developing alternative approaches to determine the best course of action, whilst maintaining the team's effectiveness, quality and morale during times of change or difficult situations. | **Progressive**  *Innovating and looking at ways to improve the lives of our clients and communities* | Models continuous improvement and recognises the potential impact of solutions on other areas and externally. Participates in the resolution of complex problems. Manages the team through this. |
| **Inclusive**  *Working effectively and engaging with others to achieve a common goal* | May lead and supervise team leaders, coaching and building effective team work. Effective team participant. Provides guidance and information to less experienced staff within area. Maintains defined relationships under guidance and ensures they work efficiently. | **Commercially** **Focused**  *Ensuring that all services are right for our clients and our organisation* | In depth knowledge of role-related areas and is capable of independently achieving effective outcomes. Provides timely advice, information and assistance. Can work effectively cross-functionally within the organisation. Sound interpersonal skills. Monitors performance against expected requirements. |
| **Auslan**  *Language of Choice* | Our organisation is bi-lingual and bi-cultural, where Auslan and English are both utilised languages. The learning and use of Auslan is encouraged and endorsed in the workplace. Along with a willingness to learn Auslan, possess a positive attitude towards continuing to improve language skills is imperative. | | |

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| **Job Specific Capabilities** | |
| **Business Acumen***Demonstrating business knowledge and skills* | Ability to manage human, financial, and information resources strategically. Self-regulates emotions and reactions which enables the display of a calm demeanour in a variety of situations and is able to meet deadlines consistently when under pressure. Undertakes research, analyses issues and recommends options based on contemporary business practices. |
| **Manage Risk**  *Ensuring that risks are effectively managed* | Operates within the organisation’s risk framework. Complies with internal policies and procedures. Identifies risks and actions required |
| **Strategic**  *Operating within, and contributing to the Expression Australia's strategic framework/plan* | Assists with strategic planning and development work. Implements services/program delivery plans within scope. Performs ongoing day-to-day operations and monitors progress to ensure targets are met. Monitors the outcomes that are being delivered by the organisation/team. |
| **Coaching & Development**  *Building the capability and capacity of staff* | Exercises inspirational leadership through application of contemporary HR practices and empowering others. Helps mentor, skill and develop staff and provides regular feedback to staff. Ensures recruitment, performance management and learning and development processes are in place and reflect priorities. Delegates effectively to help people increase their skill and level of responsibility. |
| **Lead Teams**  *Leading and engaging teams to deliver services. Lives and promotes the values & goals of the organisation***.** | Provides high level expert professional advice and assistance to senior managers and staff. Undertakes projects using expert level knowledge and experience. Leads by collaboration and facilitates leadership in own areas of responsibility. Utilises a range of leadership styles and demonstrates effective leadership qualities. |
| **Direction & Focus***Providing direction and linkages to goals, vision and strategy* | Sets performance objectives for services and programs. Monitors progress against business objectives |
| **Manage Change***Supporting and promoting organisational change* | Articulates the intended result of the change process and guides employees as well as being an instrumental part in the planning or managing change. Assesses potential barriers and resources necessary for change initiatives. |

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| **Knowledge, Skills & Experience** |
| **Essential**   * Experience delivering or directing projects * Strong influencing skills * Demonstrated experience leading high performing teams * Detail oriented with exceptional planning, time management and problem-solving skills * Skillful communicator confident engaging across organisational hierarchies, ability to tailor messaging to suit audience needs * Strong negotiation and conflict management skills * A high level of energy and motivation   **Desirable**   * Knowledge of the Australian Deaf community * Knowledge of Auslan * Interpreting sector knowledge * Proficiency in a variety of project management methodologies and processes |

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| **Education / Qualifications / Certifications/ Memberships** |
| * Relevant qualification in project or VET field * Prince2, Agile, PMBOK, PMP certification or equivalent desireable |

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| **Travel Requirements** |
| * Limited |

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| **I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives.** | |
| **Employee signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |