POSITION DESCRIPTION

General Information:	
Position Title:	**Program Manager** (*specific Program responsibility to be determined by business needs*)
Functional Area:	**Policy & Programs, Program Implementation Team**
Location(s):	**Flexible**
Manager's Position Title:	**Manager, Program Implementation**
Manager's Name:	**tbc**
Date Prepared:	**February 2017**
Date Reviewed	**May 2021**
Prepared/Reviewed By:	**Angela Speck, Manager Program Implementation**
Approved By:	**Sulabha Pawar, National Manager – Programs & Strategic Initiatives**

Primary Purpose of this Position *(In one sentence - why does the role exist?)*

Lead and oversee program implementation, planning, scheduling, resourcing and support to equip community-based Operational teams to deliver one or more national programs with quality, achieving student outcomes.

Scope:

Direct Reports to this Position By Position Title	Indirect Reports Total Number
Program dependent- may have 2-3 reporting co-ordinators.	Program dependent- may have up to 6 indirect reports.

Financial Dimensions controlled by this Position *(Include key financial metrics such as revenue growth, income & expense budget, etc)*

Direct control	Indirect control
• None	This position forecasts and monitors expenditure for the programs falling within its portfolio.

Other Dimensions of this Position

- Program delivery in all TSF communities across Australia
- Dependent on the specific program, this role provides program leadership to either direct or indirect reports. Details of this will be discussed in the recruitment process.

Setting Priorities *(how is work prioritised)*

How often does employee prioritise their own work? *Eg. Daily, weekly, monthly, annually, other*	Work is prioritised weekly, with a need to occur more frequently should any issues arise that require more immediate attention. Understanding of the annual, quarterly, monthly and weekly activity in the program, and how this relates to key stakeholders, is essential.
How often does employee determine the priorities of others? *Eg. Daily, weekly, monthly, annually, other*	Work is prioritised weekly, to ensure on time program delivery in collaboration with relevant stakeholders and key team members.

	Key Relationships *(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)*	
Internal	• National Manager, Programs and Strategic Initiatives • Manager, Program Implementation • Program Analytics and Reporting team • Volunteering teams • Operations teams (Regional Program Managers, Team Leaders and Program Co-ordinators) • Business Information Services and Squads • Policy Managers and Analysts • Program Specialists, Program Specialist Team Leaders, and Program Specialist Regional Program Manager (for the *student2student* and *iTrack* programs only) • Partnership Managers
External	Where required by a program, a Program Manager may also interact with: • Students and their Families • Partner schools and supporting schools • Third party providers contracted to deliver programs or activities to our students • Corporate Partners supporting delivery of programs • Wider related service sector, relevant community agencies, and businesses for networks, communities of practice and/or advisory groups • Volunteers

Key Decision Making in this Role: *(What are the key decisions and recommendations made in this role?)*

Decisions Expected:
- Prioritisation of own workload
- Prioritisation of programmatic activity for direct or indirect reports
- Decide on recommendations for resource allocation to successfully deliver program outcomes
- Adjustment to timelines to respond to contextual factors inhibiting successful program delivery
- Program process change requests to improve quality, sustainability, engagement and/or delivery
- Implementation timeframes (on recommendation from key program stakeholders)
- Development and delivery of change management approaches, and training for program improvements

Recommendations Expected:
- Mitigation strategies where implementation or quality is at risk
- Identification and advice of risks to set budget
- Strategies supporting achievement of targets by addressing barriers and/or leveraging opportunities
- Current program design conflicting with effective delivery in a regional context
- Strategies to engage more *Learning for Life* Scholarship holders
- Contributions to business planning, data improvements, working groups across organisation
- Troubleshooting and identification of suitable "work-arounds"

Every Team Member at The Smith Family:
- Is expected to uphold The Smith Family Values and Culture;
- Understands and complies with the Child Protection Framework;
- Takes reasonable care for the health and safety of themselves and others;
- Understands and complies with the Workplace, Health and Safety Systems;
- Reports hazards and incidents and participates in risk management as required.

Key Responsibilities / Accountabilities:	
Major Area: Lead and Monitor Program Implementation and Quality	**% of Job: 50%**

Lead program planning with input from key stakeholders across the organisation to develop and resource the national implementation plan
Lead annual process improvement initiatives to identify opportunities for more efficient program delivery, including adopting agreed program changes using change management principles
Manage the program/s and its activities to ensure fidelity and quality to optimise student outcomes
Develop and execute the annual program communication plan to outline deadlines and milestones
Provide opportunities for developing enhanced practice, responsiveness to issues, sharing practice expertise, maximising resources.
Coordinate, support and monitor program activities across the team to ensure effective planning and troubleshooting for delivery
Lead and deliver on results from cross-functional program review activity that explores enhancements and/or growth through program or model redesign
Monitor national data within, and external to, the customer relationship database to track, support and report on delivery against planned targets, implementation and Program Quality Indicators
Identify, report and contribute to solutions for barriers to efficient, quality data capture within the customer relationship database
Resolve questions about programs and work with appropriate parties within agreed timeframes to reach their conclusion
Contribute to annual program report for internal and external (where appropriate) circulation

Major Area: Stakeholder and/or People Management	**% of Job: 30%**

Contribute to the recruitment and induction process of new team members
Where there are direct reports, ensure team members are appropriate lead, managed and developed in keeping with the organisation's LEADership Promise
Manage performance by having regular one on one meetings; giving and receiving feedback; acknowledging achievements and conducting formal and informal performance and development reviews and planning discussions.
Develop and manage a culture of process improvement and customer service.
Maintain a safe workplace by ensuring adherence to Work, Health and Safety policies and procedures and relevant legislation.
Clearly communicate team and organisation wide information to team members.
Ensure compliance with all relevant organisational policies and procedures.
Facilitate and nurture a team environment that supports The Smith Family's values and encourages collaboration and open communication across teams
Provide program leadership to the Operations team to ensure on-time, quality program delivery in their state or territory
Maintain effective two-way communication with key stakeholders for optimum resource management, including allocation, recruitment and performance
Maintain effective two-way communication with Volunteering team members, developing a sound understanding of volunteering processes and how the program depends and aligns with these *(particularly relevant for iTrack, Learning Clubs and student2student)*
Actively collaborate with and participate in program-related meetings, events, workshops and other, including those with cross-functional relevance

Major Area: Resource allocation and management	% of Job: 20%
Contribute to the development of tools and resources to support quality program implementation. This may include consultation and recommendations to other business areas as the subject matter expert – for example, BIS or the Student Squad	
Determine, publish and execute the schedule outlining when program resources are updated and made available to stakeholders	
Identify and recommend opportunities for efficiencies in program delivery to maximise the capacity of all available resources (human and other)	

Key Challenges in Achieving Goal(s): *(What are the key challenges faced by this role in meeting goals/objectives)*

- Working nationally with diverse teams to support the achievement of program targets and quality delivery
- Maintaining program integrity while responding to local needs
- Managing competing priorities and deadlines in a resource-constrained environment
- Recognising, and managing expectations while focused on quality about the need for program enhancements balanced against resource constraints and existing challenges affecting longer timeframes

Qualifications, Experience and Competencies: *(What background, knowledge, experience or competencies are required to perform the role at the expected level?)*

Education / Qualifications / Memberships:	**Essential**	**Desirable**
	• Tertiary qualified (or an equivalent) in Social Sciences, Education or related disciplines	
Experience:	**Essential**	**Desirable**
	• At least three years demonstrated experience in program or project management in a community setting • Demonstrated experience working autonomously and achieving against deliverables • At least two years' experience in people management	• Education background • Oversight of multiple program streams • Budget development and monitoring • Matrix reporting lines • CRM (Connect) • Management of a geographically dispersed team
Competencies:	**Essential**	**Desirable**
	• Highly organised with an ability to act responsively and thoughtfully when opportunities and risks arise • Excellent interpersonal skills including a genuine and approachable style, working in a collaborative approach • Demonstrated ability to facilitate and lead discussions with key stakeholders • Ability to identify problems and communicate these to the appropriate people, along with solutions • Willingness to elicit feedback and a commitment to continuous improvement	• Ability to use data to guide decision making • Use of multiple technology platforms for data collection and communication

	- Intermediate skills in Microsoft programs (incl. databases, Word and Excel) and confidence with accessing and developing skills in new technologies - Demonstrated knowledge of program evaluation tools and methodology and how they are applied to program management - High quality written and verbal communication skills that demonstrate professional and appropriate language for a variety of audiences	