



Position Description – Project Manager, Systems and Change Management

POSITION TITLE:	Project Manager, Systems and Change Management
DATE:	2 August 2024
HOURS:	Part time, three days per week (0.6 fte)
TYPE OF EMPLOYMENT:	Fixed-term (one year)
CLASSIFICATION LEVEL:	Level 5 of the SCHCADS Award

Organisation Overview

The purpose of the Port Phillip EcoCentre is to connect, educate, inspire and empower people to protect land, water, wildlife and wellbeing.

The EcoCentre is a not-for-profit umbrella environment organisation with a vision of a *healthy, thriving, and resilient planet where communities live in balance with the natural world*. We work closely with the community, government, schools, businesses, research institutes and a network of approximately 30 affiliated environmental organisations that are primarily based in Greater Melbourne. Our team of scientists, teachers, community leaders and 3,400+ volunteers implement innovative environmental and climate action programs.

The EcoCentre is an incorporated association and is managed by a community-based, elected volunteer committee of management.

Over the next three years, we are striving for four strategic outcomes:

- **Connect:** People are informed and feel connected to nature and each other.
- **Act:** Individuals and groups take action to mitigate climate change and protect the environment.
- **Transform:** Our partnerships and networks drive positive systemic environmental changes.
- **Enable:** The EcoCentre is an effective, efficient, inclusive and innovative organisation.



The impact and expertise of the EcoCentre grows dynamically and team members can expect to actively develop and test initiatives, while building our well-respected standing, and ensuring systems and activities are structured for growth.

The EcoCentre is working closely with the City of Port Phillip to redevelop the EcoCentre site in the St Kilda Botanic Gardens into a 'world-leadership' rated sustainable community hub. The EcoCentre redevelopment will be completed in late 2024, and related growth and transition for our systems, technology and programs is a major focus in 2024-2025.

Port Phillip EcoCentre acknowledges the First Peoples of the land and waters it operates on and acknowledges that these were never ceded.

The EcoCentre is an equal opportunity employer.

As an organisation with programs and facilities used by children, the EcoCentre is committed to ensuring children feel safe, empowered and are taken seriously if they raise concerns in relation to their safety and wellbeing.

Purpose and Functions of the Project Manager – Systems and Change Management

The purpose of the role is managing the rollout of new technologies and procedures in the newly redeveloped EcoCentre including A/V, digital door locks, and asynchronous training modules for venue volunteers; to provide tailored staff training and support, and Quick Reference Guides for community venue users and hirers; and to work with the leadership team to identify and implement key process and systems improvements for operational benefit (e.g. automating excursion bookings).

The Project Manager - Systems and Change Management will also liaise with the IT service provider, Council property management, EcoCentre Communications Coordinator, and other team members as required to implement new systems, to catalogue 'friction points' and estimated costings for respective solutions, to present to the Executive Officer and Committee of Management for consideration in future budgets. The role involves a mix of systems analysis, change management, instructional writing, and learning design.

The role is primarily desk-based work based onsite at the EcoCentre hub.

The Project Manager needs to be able to provide proof of full vaccination against COVID-19, in accordance with the government directives of the sector.



Key Responsibilities, Duties and Roles

Rollout of new technologies in the new EcoCentre

- Coordinate the installation and rollout of new technologies within the new EcoCentre, including A/V.
- Provide tailored staff training and face-to-face support, and resources for community venue users and key volunteers who have varied tech skill levels.
- Create and/or modify specialised training modules for new skilled volunteer roles at the expanded hub, particularly front-of-house roles (Visitor Engagement Officers) in collaboration with the Community Action Team, in preparation for anticipated doubling of public sustainability, nature & climate FAQ enquiries, and doubled community venue bookings.
- Maintain the Assets Register including all ICT and AV devices.
- Ensure compliance with EcoCentre Policies & Procedures, the EcoCentre Lease terms, and relevant legislative requirements including but not limited to Australian Privacy Principles, Child Safety Standards, OH&S, and the Charities Act 2013.

Systems review and recommendations

- Work with the leadership team to identify, scope and implement three systems improvements for operational benefit (e.g. automating excursion bookings).
- Consult staff and key volunteers to catalogue 'friction points' and estimated costings for respective solutions, to present to the Executive Officer and Committee of Management for consideration in future budgets.
- Prepare cost projections and recommendations for lifecycle budgeting for ICT and AV devices, including licence fees, depreciation/renewal, or other costs.
- Support the Operations Manager in evaluation of systems-related leases or contracts upholding EcoCentre environmental, social and budget requirements.

Relationships and Accountabilities

Reports to: Executive Officer

Supervises directly: N/A

Key relationships

- Team Leaders (Ops and Community Action, Education, Impact Teams)
- EcoCentre staff, in particular the Community Engagement Coordinator



- Front of house volunteers (Visitor Engagement Officers)
- Contractors and Consultants engaged in operational projects or work for the EcoCentre, including ICT Service Providers

Key Selection Criteria

1. A relevant tertiary qualification and/or 3+ years of experience in projects of change management, systems management, ICT, administration or operational systems.
2. Proven ability to assess, implement and document improvements to operational systems, processes and technologies without incurring business disruptions, and within budget and sustainability requirements.
3. Possess a good attention to detail and the ability to review completed tasks to ensure that they have been completed successfully from a user perspective, EcoCentre policy and legislative compliance requirements.
4. Outstanding communication, teamwork and interpersonal skills including the ability to communicate technical information in a clear manner to diverse audiences (live trainings and quick reference guides); and to proactively research and learn platforms and processes, then distil related recommendations to organisational leadership.
5. Demonstrated project management and time management skills, including setting priorities to achieve objectives efficiently, while working both unsupervised and also as part of a team.
6. Excellent working knowledge of the Google Suite applications, Microsoft apps and services, Dropbox, Zoom and CRM systems, with the proven ability to learn new applications quickly. Knowledge of CiviCRM or Wordpress will be an advantage.

Other desirable skills, knowledge and experience

1. Excellent understanding and commitment to environmental issues, sustainability practices and the core values of the EcoCentre.
2. Working with Children check.
3. Current First Aid Level 2 certification.
4. Experience with community-based organisations is well regarded.