

Position Description

Title	Infrastructure Project Manager
Business unit	ICT
Location	130 Lonsdale Street Melbourne VIC, 3000
Employment type	Full Time, Maximum Term
Reports to	Senior Manager, Consumer Technology Transformation

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Uniting Infrastructure Project Manager is responsible for initiating, managing and reporting on a range of projects within the ICT team.

The position will manage multiple projects, engage with other internal and external stakeholders as relevant/required to ensure consistent and efficient rollouts of infrastructure related projects.

2. Scope

Budget:

- NIL Direct – *Accountable for management of project budgets allocated either through business cases or operational budgets.*

People:

- Nil

Position Description

Infrastructure Project Manager

3. Relationships

Internal

- Head of ICT
- Project Management Office and other Project Managers
- ICT staff
- Facilities Team
- Property Team
- Operational staff

External

- Technology Vendors
 - Managed Service Providers
 - Uniting Partners, Sister Agencies & Uniting Network Organisations (where relevant for the project)
-

4. Key responsibility areas

Project Management

- Assist with the development of both technical and non-technical project proposals
- Coordinate project planning, resourcing, staffing, supply and subcontract management, progress reporting, troubleshooting and people management
- Ensure project results meet requirements regarding technical quality, reliability, schedule and cost
- Monitor performance and recommend schedule changes, cost adjustments or resource additions
- Participate in project budget development and evaluating how project plan changes impact cost and schedule
- Supervise and coordinate work performed by external contractors
- Manage the cost, schedule, resourcing and subcontractor deliverables to agreed project timelines
- Coordinate the project team and resources throughout the whole of the project lifecycle, from engagement with the business on their system needs, procurement to Go Live and transition to business as usual
- When required support Project Sponsor with the writing and coordination of approval processes for the project Business Case including identification of project budget, resources, risk vs benefit, return on investment and change management to promote success

Stakeholder Management

- Engaging with stakeholders to identify objectives, scope and expectations
- Develop and manage stakeholder engagement strategies to support the delivery of projects
- Promote the ICT Team across the business
- Work proactively to communicate project status to key stakeholders
- Manage project activities to maintain a high level of engagement and awareness of projects
- Collaborate across the ICT leadership team to create regular ICT reports and provide consistent organisation-wide partnering through a nominated partner portfolio
- Work collaboratively with the senior ICT managers to deliver transformational changes that embed new capabilities and a multi-year roadmap into the ICT operations to achieve tangible business benefits across the organisation

Administration

- Maintain up to date monitoring of project activities
- Complete monthly project reporting aligned with Uniting's endorsed Project Management Framework /organisational templates

Position Description

Infrastructure Project Manager

People and teams

- Pro-actively facilitate and manage engagement and collaborative consultation with all stakeholders (internal/external and direct/indirect)
- Establish, lead, coach and inspire an engaged and productive team in each project
- Facilitate project team activities through effective process governance
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Undertake out of hours planned work (recovery) as required

Risk management

- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate risks.

Technical Responsibility

- Be available to attend sites other than your primary location for the purposes of support and training.
- Assist in driving the development and implementation of enterprise-wide technology improvement opportunities which significantly reduce unit cost or enhance client service experience.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organization

5. Performance indicators

- Successful implementation of ICT projects
 - Effectively liaise with vendors, consultants, and internal stakeholders to ensure Uniting's needs are prioritized within timeframes and budget
 - Monthly project reports inclusive of: Project budget & schedule performance, Project risks, issues and change management
-

Position Description

Infrastructure Project Manager

6. Person specification

Qualifications

- Bachelor's degree in information technology, Engineering, or related field.
- Project management certification (e.g. PMP, PRINCE2, AgilePM) is desirable.

Experience

- Experience as a successful project manager
- Demonstrated ability to negotiate and build positive collaborative relationships and influence others to achieve common goals and meet project objectives, deliverables and milestones
- Effective written and verbal communication skills with experience reporting and presenting to various levels of an organisation
- Experience in delivery of training, coaching, consultation and communication plans for business and technology projects
- Experience, knowledge and understanding of the community sector
- Ability to prioritise, influence and track delivery of conflicting tasks and activities
- Ability to juggle multiple demands and conflicting priorities

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values respect the uniqueness and value of every individual; establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability
- **Project management:** ability to lead, scope, manage and achieve both technical and non-technical project outcomes within agreed timeline and budget; capacity to integrate business goals into project scope and deliverables; proficient in developing metrics to track progress towards project achievements; understanding and ability to integrate appropriate project management tools and processes.
- **Leadership** – Strong leadership and management skills and knowledge within a complex service delivery environment; ability to contribute to strategic planning and ensure the achievement of strategic goals; ability to build strong, high functioning, multi-disciplinary teams and align teams with the organisational values and goals, particularly those related to consumer-centricity; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision.
- **Commercial Astuteness** – Ability to manage all resources; be they humans, material or financial, effectively and with efficiency to achieve positive outcomes; capacity to identify opportunity to grow revenue.
- **Stakeholder Relationships** – Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; capacity to position Uniting as a trusted advisor to peak bodies and key stakeholders in the sector including government and funding bodies; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication
- **Problem-solving** – proven ability to undertake a high level of analysis and complex problem solving; capacity to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment.
- **Communication** – Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal

Position Description Infrastructure Project Manager

skills; high level written and verbal communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports.

- **Change Management** – Strong knowledge of contemporary change management models; demonstrated experience in leading successful change programs at scale.
- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment.

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: