

Job Description : Delivery Lead

POSITION TITLE:	Delivery lead
POSITION NUMBER:	PM008
CLASSIFICATION LEVEL:	SO C
POSITION LOCATION:	Alice Springs
RESPONSIBLE TO:	Senior Delivery Lead – Project Management Office
LAST REVIEWED:	July 2026

KEY FUNCTIONS

The Delivery Lead is dedicated to the end-to-end delivery of assigned projects of all sizes, from small improvements and upgrades to complex technology, data and business change initiatives. The position translates approved outcomes into practical delivery plans and is accountable for scope, schedule, budget, quality, resources, risk, vendors, stakeholder engagement, implementation, adoption, transition and closure.

Where a dedicated business analyst is not assigned, the Delivery Lead performs the business analysis required to define the problem and intended outcomes, map current and future processes, elicit and manage requirements, assess options and establish acceptance criteria. The position works closely with IT to shape secure, supportable and fit-for-purpose solutions and coordinates with Information Services on data, reporting, integration, migration, privacy, retention and information management requirements.

The Delivery Lead owns all reporting for assigned projects and provides accurate, timely and decision-ready information to the Senior Delivery Lead, sponsors and governance forums. The position works directly with stakeholders, vendors and affected teams and leads practical change, training and adoption activities. Success is demonstrated through implemented outcomes, capable users and sustained ways of working, not through plans or presentation materials alone. Portfolio planning, prioritisation, roadmap ownership and portfolio administration remain with the Senior Delivery Lead.

KEY DELIVERABLES

- **Project outcomes.** Assigned projects of varying size and complexity deliver agreed outcomes and benefits within approved scope, schedule, budget, quality and risk tolerances.
- **Requirements and solution definition.** Validated business needs, process designs, functional, non-functional, data and reporting requirements, options, acceptance criteria and traceability sufficient to support decisions, procurement, build, testing and acceptance.
- **Integrated technology and data delivery.** Business, IT, Information Services and vendor activities are coordinated so that solution, integration, cybersecurity, data, reporting, privacy, records and support requirements are addressed end-to-end.
- **Delivery plans and controls.** Current and proportionate plans, schedules, milestones, dependencies, budgets, resource forecasts, risks, issues, decisions, changes and quality controls for each assigned project.
- **Decision-ready project reporting.** Complete, accurate and timely status reports, forecasts, dashboards, briefs and escalations that clearly state progress, exceptions, decisions required and recovery actions.
- **Practical change and adoption.** Affected leaders, teams and end users are engaged, prepared, trained and supported so that new processes, systems and behaviours are adopted and sustained.

- **Procurement and vendor outcomes.** Well-defined and properly governed RFI, RFP, evaluation, selection, contracting and vendor delivery activities that achieve fit-for-purpose outcomes and value for money.
- **Financial and commercial control.** Accurate project budgets, forecasts, commitments, invoices, accruals, cash flow, contract obligations, variance analysis and corrective actions.
- **Operational readiness and closure.** Solutions are tested, accepted, implemented, handed over to business-as-usual support and formally closed with records, lessons, benefits ownership and outstanding actions transferred.

SPECIFIC ROLE RESPONSIBILITIES AND DUTIES

1. End-to-end project delivery. Lead assigned projects from initiation and definition through planning, procurement or build, testing, implementation, adoption, handover and closure. Tailor predictive, agile or hybrid delivery methods to the size, complexity and risk of the work, and manage scope, schedule, budget, quality, resources, benefits, risks, issues, dependencies, decisions and change control.
2. Business analysis and requirements. Act as the business analyst where a dedicated resource is not provided. Conduct discovery, define the problem and measurable outcomes, identify stakeholders, map current and future processes, elicit and prioritise functional, non-functional, data and reporting requirements, prepare user stories or use cases, establish acceptance criteria, maintain traceability and support options analysis and business case development.
3. Solution design and technical coordination. Work closely with IT technical leads, subject matter experts and vendors to translate business needs into feasible solution options and detailed designs. Coordinate architecture, applications, infrastructure, integrations, cybersecurity, identity, non-functional requirements, environments, support arrangements and service transition; make trade-offs visible and obtain decisions from the appropriate technical and business authorities.
4. Information Services and data coordination. Coordinate with Information Services, data owners and data specialists on data ownership, definitions, quality, cleansing, migration, integration, reporting, analytics, privacy, retention, records and information management. Plan and oversee data validation, reconciliation and business sign-off so that data is fit for operational use.
5. Project planning and delivery controls. Prepare and maintain fit-for-purpose project mandates, charters, business cases, delivery plans, work breakdowns, schedules, resource plans, budgets, governance calendars, document repositories and project registers. Provide reliable estimates, dependencies and resource requirements to the Senior Delivery Lead and deliver within approved portfolio priorities and sequencing.
6. Project reporting and governance. Own all reporting for assigned projects, irrespective of who provides the underlying information. Collect and validate inputs; report performance against the approved baseline; maintain clear forecasts and RAG status; and provide concise information on milestones, budget, risks, issues, dependencies, decisions, changes, benefits, vendor performance and required actions. Prepare governance papers, meeting records and escalations, and maintain a no-surprises approach.
7. Stakeholder engagement and decision facilitation. Build effective relationships with sponsors, business owners, managers, staff, end users, technical teams, Information Services, governance functions, vendors and partner organisations. Facilitate workshops and decisions, establish clear roles and accountabilities, manage expectations, resolve competing views and communicate complex matters in a practical and accessible way.
8. Procurement, RFI, RFP and vendor management. As delegated, lead or coordinate RFIs, RFPs and other sourcing activities, including requirements, market engagement, evaluation criteria, tender briefings, clarifications, evaluation, due diligence, recommendation and approval documentation. Chair or serve on vendor selection panels when appointed, observe probity requirements, and

manage project vendors against statements of work, milestones, deliverables, quality, risks, obligations and agreed performance.

9. Project financial and commercial management. Develop and manage project budgets, forecasts, commitments, invoices, accruals and projected cash flow. Work with Finance and Procurement to establish project codes, maintain accurate records, validate supplier invoices, monitor contract consumption and obligations, explain variances and implement approved corrective action.
10. Hands-on change management, training and adoption. Lead change as an implementation activity rather than a documentation exercise. Complete stakeholder, impact and readiness assessments; support sponsors and people leaders; establish change networks; coordinate process, role and procedure changes; design and deliver communications and training; address resistance; prepare affected teams for go-live; provide adoption support; and measure, reinforce and report uptake and benefits.
11. Testing, implementation and transition. Coordinate test planning, environments, test data, system and integration testing, user acceptance testing, defect resolution and formal acceptance. Develop cutover, contingency, operational readiness and hypercare plans; coordinate go-live; complete knowledge transfer, support documentation and handover; and conduct post-implementation review, lessons learned and formal closure.
12. Risk, issue, dependency and quality management. Maintain current project risk, issue, dependency, assumption, decision and action registers with accountable owners, treatments and due dates. Apply proportionate quality assurance and compliance controls, identify emerging concerns early, recommend recovery action, and promptly escalate matters outside project tolerances to the Senior Portfolio & Delivery Lead and relevant governance authority.
13. Project leadership and portfolio contribution. Lead cross-functional teams, vendors and contractors through clear outcomes, responsibilities and delivery expectations, including where the position has no direct authority over resources. Provide accurate information about assigned projects to support portfolio planning, roadmaps and reporting; participate in Big Room Planning or Program Increment Planning as the delivery representative for assigned projects when required; comply with agreed delivery standards; and undertake other project-related duties directed by the Senior Portfolio & Delivery Lead that are safe, lawful and reasonable within the employee's skills, competence, training and classification level.
14. Establish and maintain effective liaison with other operational sections within the organisation.
15. Assist in the development of appropriate skills, experience and expertise of Aboriginal staff.
16. Other duties that are safe, legal, logical and responsible with being within limits of employee's skill, competence and training consistent with the classification structure

MONITORING AND COMPLIANCE REQUIREMENTS

- Aboriginal Land Rights (NT) Act, 1976
- Northern Territory Aboriginal Sacred Sites Act
- Native Title Act 1993
- CLC Corporate Plan
- CLC Enterprise Agreement and Code of Conduct
- CLC Risk Management Plan
- Industrial Relations Legislation
- Public Governance, Performance and Accountability Act 2013 (PGPA Act)
- Work Health and Safety Act (Cth) 2011
- Workers Compensation Legislation
- Anti-Discrimination and Privacy Legislation
- CLC Policies and Procedures

WORKING RELATIONSHIPS

- Reports to and receives direction from the Senior Delivery Lead.
- Works closely with project sponsors, business owners, managers, staff, end users and other stakeholders across CLC to define needs, make decisions and implement project outcomes.
- Works in close partnership with IT technical teams and Information Services, including data owners and specialists, to coordinate solution design, integration, cybersecurity, data, reporting, records and support requirements.

- Collaborates with Finance, Procurement, People and Culture, governance and risk functions, vendors, consultants, partner organisations, and relevant government and non-government agencies.
- Engages respectfully and effectively with Aboriginal people and communities and supports culturally safe, practical and inclusive ways of working.

EXTENT OF AUTHORITY

- Financial authorisation as per the CLC Purchasing and Procurement Policy

SELECTION CRITERIA

ESSENTIAL

1. Professional experience with medium to large businesses / governments is a must.
2. Demonstrated success delivering technology, data, digital or business change projects of varying size and complexity from initiation through implementation, adoption, transition and closure, using predictive, agile or hybrid delivery methods as appropriate.
3. Strong hands-on business analysis capability, including the ability to work independently without a dedicated business analyst to conduct discovery, map processes, elicit and prioritise requirements, assess options, define acceptance criteria and maintain traceability.
4. Demonstrated ability to work with IT to shape secure, supportable and fit-for-purpose solutions and to coordinate with Information Services and data specialists on integration, data ownership, quality, migration, reporting, privacy, retention and operational support.
5. Demonstrated hands-on organisational change management experience that has produced real adoption, including impact and readiness assessment, sponsor and stakeholder engagement, process and role change, training design and delivery, resistance management, go-live support, adoption measurement and reinforcement. Experience confined to preparing plans, communications or presentation decks is not sufficient.
6. Highly developed project governance and reporting capability, including ownership of accurate status, schedule, financial, risk, issue, dependency, change, benefit and vendor reporting and the ability to produce clear executive briefs, forecasts, options, recommendations and escalations from complex information.
7. Demonstrated experience leading or supporting RFIs, RFPs, vendor evaluations and selection panels, together with sound understanding of probity, due diligence, contracts, statements of work, vendor performance and commercial documentation.
8. Strong project financial and commercial management experience, including budgets, forecasts, cash flow, commitments, invoices, accruals, variance management, procurement and contract obligations.
9. Strong capability in project risk, issue, dependency, quality, testing, cutover and operational readiness management, including the judgement to identify concerns early, establish practical treatments and escalate material matters.
10. Exceptional facilitation, negotiation, influencing, written and verbal communication skills across executive, technical and operational stakeholders, with an ability to communicate effectively with Aboriginal people.
11. Demonstrated ability to lead cross-functional teams, vendors and contractors, establish clear accountability and maintain delivery momentum without relying solely on formal authority.
12. Advanced capability with Microsoft 365 and contemporary project, collaboration, process modelling, requirements and reporting tools, together with a practical, analytical and well-organised approach, sound judgement, discretion, integrity, accountability and ethical behaviour.
13. Must hold, or be capable of obtaining, an Ochre Card from SafeNT and undertake a National Police Certificate assessment and bankruptcy check if required.
14. Motivation and ability to work as a member of a collaborative team and make a valuable contribution in relation to the functions of the team.
15. Good interpersonal skills with an ability to communicate effectively with people, particularly Aboriginal people

DESIRABLE

1. Knowledge and understanding of Aboriginal society and culture and experience working in an Aboriginal organisation, a cross-cultural environment or a geographically dispersed and remote service context.
2. Recognised certification or formal training in project management, business analysis, agile delivery, organisational change management, service management or a related discipline.
3. Experience delivering enterprise applications, system integrations, data migration, reporting, analytics, records or information management initiatives.
4. Sound knowledge of the PGPA Act, relevant provisions of the Aboriginal Land Rights (Northern Territory) Act 1976 (Cth), and public sector or regulated procurement and probity requirements.
5. Working knowledge of MS NAV and Jet reporting, or equivalent enterprise financial management and reporting systems. Experience working in remote areas
6. Experience working in an Aboriginal Organisations or cross-cultural environment.
7. An awareness and understanding of the overall context in which the Central Land Council operates.

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