



## PMO Manager POSITION PROFILE

### **PART A: POSITION DESCRIPTION**

<b>Position Title:</b>	<b>PMO Manager</b>	<b>Location:</b>	<b>Frenchs Forest</b>
<b>Group:</b>	<b>Aspect Education</b>	<b>Reports to:</b>	<b>National Director, Aspect Education (interim) Chief Operating Officer (future)</b>

### **Organisation Purpose**

A different brilliant<sup>®</sup> - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

<b>Vision</b>	<b>Mission</b>	<b>Values</b>
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven	We are passionate about people, about being positive and about what's possible

### **Position Purpose**

To build project management capability at Aspect that supports the delivery of the organisation's core strategies.

## Outcomes

Key Result Area	Requirements & Expectations	Success Indicators
<b>Leadership and Strategy</b>	<ul style="list-style-type: none"> <li>Review and implement the project management framework for Aspect-wide projects in line with Aspect's Core Strategies and the management of its corporate risks.</li> <li>Provide both strategic and tactical project management advice and reports to the Aspect Executive regarding major capital projects.</li> <li>In particular, work closely with the Head of Property and the Development and Acquisitions team, to provide project management that supports timely delivery of the Aspect Education Capital Plan (2019-2024) to ensure grants received can be acquitted in a timely manner.</li> <li>Support the development of a consistent project management approach across Aspect.</li> <li>Demonstrate effective leadership and management of change in relation to project management.</li> </ul>	<ul style="list-style-type: none"> <li>Aspect-wide strategic projects managed and implemented as scheduled and budgeted</li> <li>Aspect-wide framework for project management is reviewed and delivered.</li> <li>Detailed implementation plans are evident and project managers from across Aspect are coached in the agreed project methodology.</li> <li>Change management strategies are effectively implemented.</li> </ul>
<b>Operational and Financial Management</b>	<ul style="list-style-type: none"> <li>Design and develop strategies and processes, in consultation with team members and stakeholders, which support the implementation of projects.</li> <li>Review and respond to corporate policy issues, providing advice and establishing policies when required.</li> <li>Identify key stakeholders and work proactively to gain their support and endorsement by establishing contacts, conducting presentations/workshops and attending stakeholder meetings.</li> <li>Determine project resourcing requirements, and manage development and implementation of projects on a day to day basis.</li> <li>Identify risks affecting the delivery of project outcomes and where necessary deploy contingencies to ensure completion of projects.</li> <li>Identify project dependencies and work with relevant</li> </ul>	<ul style="list-style-type: none"> <li>Formulate efficient and effective strategies to support the implementation and delivery of projects.</li> <li>Utilise, review and refine the agreed tools and templates used to implement Aspect's PMO framework.</li> <li>Aspect's policies are relevant and aligned with practice requirements.</li> <li>Stakeholders support the delivery of projects.</li> <li>Significant variations to the budget are explained on a timely basis</li> <li>Project outcomes are achieved within budget and on time.</li> </ul>

	<p>departments to ensure plans can be carried out effectively and dependencies are resolved timely and within agreed budget.</p> <ul style="list-style-type: none"> <li>• Develop and manage regular project plan progress reports as agreed with the Executive and PCGs.</li> <li>• Contribute to committees, or change management programs as required.</li> <li>• Operate within approved budgets and financial delegations and comply with Aspect's financial and asset management policies and procedures.</li> <li>• Provide timely and accurate financial and performance reporting.</li> </ul>	<ul style="list-style-type: none"> <li>• Project plans and project reports are delivered.</li> <li>• Appropriate reporting tools are developed and used to report to the relevant project sponsors, Aspect</li> </ul>
<b>Service Quality</b>	<ul style="list-style-type: none"> <li>• Work with Aspect managers and teams to build their capability around project management including: <ul style="list-style-type: none"> <li>○ Coaching and support to build project management skills</li> <li>○ practical contribution to project deliverables</li> <li>○ support to implement planning and reporting systems</li> </ul> </li> <li>• Record and respond to complaints and feedback from managers, staff and others and use these to identify opportunities for improvements.</li> <li>• Take responsibility for ensuring that all policy framework documentation for area of responsibility is current and accurate, and procedures/ work instructions are documented, approved and implemented for all areas of operations as per the Policy Framework procedure.</li> <li>• Keep abreast of legislative changes related to area of responsibility, across all relevant jurisdictions, and act as required to ensure that Aspect remains compliant.</li> </ul>	<ul style="list-style-type: none"> <li>• Project management promotes delivery of excellent services</li> <li>• Policy documentation is current and accurate</li> <li>• Detailed communications plans are documented for each project and are approved by Aspect Comms teams before project initiation.</li> <li>• Services are compliant with legislative requirements</li> </ul>
<b>Relationships and Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Provide regular and timely advice to managers and the Executive on projects within portfolio.</li> <li>• Represent Aspect's special interests to authorities, consultants and contractors during all stages of project</li> </ul>	<ul style="list-style-type: none"> <li>• Regular meetings are held with managers, executive and key stakeholders</li> <li>• As part of PMO methodology, fully</li> </ul>

	<p>delivery and help resolve outstanding issues to achieve successful completion.</p> <ul style="list-style-type: none"> <li>• Build and maintain effective relationships with all members of the Aspect management network</li> </ul>	<p>developed stakeholder plans are articulated for each project and recognise the key roles for each stakeholder group.</p>
<b>Safeguarding the people we support</b>	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support.</p> <p>Coordinators, Managers and Executive are responsible for ensuring staff:</p> <ul style="list-style-type: none"> <li>• Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of Conduct.</li> <li>• Complete all mandatory safeguarding training</li> <li>• Comply with mandatory reporting and legal requirements</li> </ul> <p>Coordinators are required to:</p> <ul style="list-style-type: none"> <li>• Alert next level Managers to any concerns and/or issues that may warrant investigation</li> </ul> <p>Managers and Executive are required to:</p> <ul style="list-style-type: none"> <li>• Be the escalation point for all concerns and/or issues and investigate, in consultation with relevant business unit (i.e. HR/Quality)</li> <li>• Promote a safeguarding culture and educate staff in understanding the need for ongoing vigilance</li> </ul>	<ul style="list-style-type: none"> <li>• Internal reporting systems, procedures and policy requirements are adhered to and fulfilled (i.e. Riskman reporting/actions)</li> <li>• All external reporting agencies are notified as required and within timeframes</li> <li>• Investigations are followed through to resolution and learnings used to inform improved practice.</li> <li>• Learning Management System (LMS) confirms staff have completed mandatory training</li> <li>• Voice survey results report staff are comfortable to raise concerns and/or issues and they are acted upon</li> </ul>
<b>Work Health, Safety &amp; Wellbeing Requirements</b>	<p>Members of the Aspect management network are considered “officers” according to the WHS Act and accordingly are responsible for ensuring Aspect has arrangements in place to comply with legal obligations.</p> <ul style="list-style-type: none"> <li>• Fulfil your obligations to ensure Aspect complies with its work health and safety obligations under WHS laws.</li> <li>• Hold managers within your business unit accountable for their health and safety responsibilities.</li> </ul>	<ul style="list-style-type: none"> <li>• Low or no reported incidents in work environment</li> <li>• Work, Health &amp; Safety matters are included as part of regular meetings</li> <li>• Identified hazards, issues or risks are evaluated and appropriate management controls applied</li> </ul>

	<ul style="list-style-type: none"> <li>• Fulfil your duty to exercise due diligence. Due diligence means you must:</li> <li>• acquire and keep up to date knowledge of work health and safety matters</li> <li>• understand the operations of the business and the hazards and risks involved</li> <li>• ensure appropriate financial and physical resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised</li> <li>• ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way</li> <li>• ensure the business has, and implements, processes for complying with any legal duty or obligation</li> <li>• verify the provision and use of resources and processes.</li> </ul>	
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## **PART B: POSITION CRITERIA**

<b>Position Criteria</b>	Capabilities	<b>Collaboration</b>	Working effectively with others in Aspect (outside the line of authority) such as peers to accomplish Aspect and business unit goals and to identify and resolve problems.
		<b>Communication</b>	Excellent communicator, with strong facilitation and conflict resolution skills.
		<b>Planning and Organising</b>	Establishing a course of action for self and/or others to accomplish a specific goal; planning appropriate allocation of resources
		<b>Tolerance for Stress</b>	Maintain and model to colleagues a stable performance under pressure and/or opposition (such as time pressure, job ambiguity or challenging situations).

		<b>Technical/Professional Knowledge</b>	Having achieved high-level technical and professional skills/knowledge in job related areas, keeping up with current developments and trends in areas of expertise.
	Knowledge & Experience	<ul style="list-style-type: none"> <li>• Knowledge of WHS legislation, regulations and codes</li> <li>• At least five years' experience in project management.</li> <li>• Demonstrated effective self-leadership.</li> <li>• High-level knowledge of dedicated project management tools and relevant MS applications including Visio, MS Project, Excel and Word.</li> </ul>	
	Qualifications	<ul style="list-style-type: none"> <li>• Tertiary qualifications in project management, business or other relevant qualifications</li> </ul>	
	Job requirements (essential)	<ul style="list-style-type: none"> <li>• National Police Check clearance</li> <li>• NSW Working With Children Check clearance</li> </ul>	
	Job Requirements (desirable)	<ul style="list-style-type: none"> <li>• Demonstrate effective performance in a rapidly expanding business or portfolio</li> </ul>	

### ***PART C: APPROVED BY***

Position Approved by: Maryanne Gosling (Date) July 2021