

POSITION DESCRIPTION

Position Title	ICT Program Manager	
Division	Finance and Administration	
Group	ICT	
Responsible to	Group Manager ICT	
Position Supervises	Direct: 0 Indirect: Project staff as per individual project resource plans	
Position No.	IW0217	
Status	Permanent, full time	
Hours	Based on a 35-hour week	
Salary PT	76 to 80	
Salary	\$113,600 pa to \$123,732 pa	Band/Level: 3/3
Pre-employment checks Legislative requirements	Nil	
Date reviewed: 3 April 2018		Reviewed by: Group Manager ICT

The Inner West Council was formed on Thursday 12 May 2016 as a result of the amalgamation of Ashfield, Leichhardt & Marrickville Councils by the NSW State Government through the Local Government Proclamation 2016 (Council Amalgamations). The new Council has a population of 185,000 people and covers an area of 36 km².

The Inner West Council operates across the areas previously governed by the former Ashfield, Leichhardt and Marrickville Councils. All Inner West Council employees may be transferred to any of these areas to allow sustained productivity and opportunities for skills growth.

POSITION PURPOSE

The Program Manager is responsible, on behalf of the ICT, for delivering change. The role requires effective co-ordination of the programs / projects and management of their inter-dependencies including oversight of any risks and issues arising. The Program Manager is responsible for delivering agreed Program components on time, within agreed quality and on budget. It also includes the co-ordination of adoption of new technology and realisation of projected benefits.

The Program Manager will develop and maintain the program environment to support each individual project within it through an effective program / project management framework.

SELECTION CRITERIA

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its 'Values First' with flexibility, integrity, respect and the spirit of team as a set of values and associated behaviours for all levels in the organisation. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

Essential Criteria:

1. Tertiary qualifications in an IT or Business related discipline with at least 8 Years experience in developing and implementing IT related projects.
2. Demonstrated extensive skills and experience in managing all stages of the project cycle (planning, development, implementation, monitoring and evaluation)
3. Superior experience and a record of achievement in leading and managing critical, highly complex and/or large business transformation programs and projects in a large and complex ICT environment
4. Highly developed interpersonal, influencing and negotiations skills with extensive experience engaging, collaborating and influencing key stakeholders and customers at a senior level
5. Demonstrated knowledge and experience of designing and implementing Enterprise Architecture in large and complex organizations.
6. Strong technical background across all areas of ICT including end user computing, infrastructure, and business systems
7. Sound business case development and approvals skills
8. Demonstrated ability to identify and link technology solutions to business requirements
9. Good understanding of Local Government procurement process including negotiation with third parties
10. Good knowledge of program and project management methods including MSP, PRINCE2 or PMBOK
11. Good knowledge of budgeting and resource allocation procedures
12. Experience in vendor and stakeholder management
13. Knowledge of and commitment to equal employment opportunities, diversity, work health and safety, and ethical practice

Desirable Criteria:

1. Experience in Business Analysis
2. Knowledge of Cloud, on premise and hybrid architectures
3. Experience in development and delivery of ICT Strategies

KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:

1. Developing and maintaining an IT program / project management methodology for ICT
2. Planning and designing the program / projects and proactively monitoring its progress, resolving issues and initiating appropriate corrective action
3. Establishment of program / project governance and risk management arrangements
4. Ensuring effective quality assurance and the overall integrity of the program / project - focusing inwardly on the internal consistency of the program / project, and outwardly on its coherence with infrastructure planning, interfaces with other program / project and corporate, technical and specialist standards
5. Delivery of enterprise-wide technology projects to enhance functionality of the organisation with a particular focus on community-facing services
6. Responsibility for program budgets and monitoring expenditure and costs against delivered and realised benefits
7. Facilitating the appointment of individuals to Project teams
8. Assist with development and delivery of ICT strategies, road maps and business cases.
9. Assist with Solutions Architecture and management of technical dependencies within ICT projects
10. Proactive engagement of stakeholders across council to identify opportunities for alignment of emerging technologies with business needs
11. Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required.
12. Ensuring the delivery of new products or services from projects is to the appropriate level of quality, on time and within budget, in accordance with the program / project plan and program / project governance arrangements
13. Managing third party contributions to the program / project
14. Stakeholder management and reporting
15. Vendor and contract management
16. Managing both the dependencies and the interfaces between projects
17. Managing risks to the program / project successful outcome
18. Managing operational hand over of ICT projects
19. Working with the business change manager or equivalent on the transition to the new business as usual position
20. Initiating extra activities and other management interventions wherever gaps in the program are identified or issues arise
21. Reporting the progress of the program / project at regular intervals to stakeholders and other ICT program / project governance groups.

KEY RELATIONSHIPS:

Internal: All Departments and business areas

External: ICT Vendors and service providers
Other Councils and State Agencies
Community

Work Health and Safety Responsibility Statement

Managers / Supervisors with Staff Reporting to them and/or major project responsibility

LEVEL 4

Level 4 Managers and Supervisors have the responsibility to ensure that they perform their duties in accordance with their job description, Council policies, procedures and safe working practices and comply with Work Health & Safety legislation. They also carry responsibility of enforcement of compliance by employees and non-employees within their area of control to all of Council's WH&S policies, procedures safe work practices and WH&S legislation. These responsibilities are performed and monitored by:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements. 	<ul style="list-style-type: none"> Evidence of promotion of, and conformance with, Council policies and procedures
<ul style="list-style-type: none"> Ensuring regular monitoring of Health and Safety performance in the area of their responsibility. 	<ul style="list-style-type: none"> Conducting Workplace inspections, development of a hazard register, conducting Audits where appropriate. Analysis of accident/incident trends Regular team meetings Use of the hazard reporting process
<ul style="list-style-type: none"> Commitment to WH&S 	<ul style="list-style-type: none"> Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc
<ul style="list-style-type: none"> Undertaking accident/incident investigations 	<ul style="list-style-type: none"> Evidence of documented and signed accident investigation forms
<ul style="list-style-type: none"> Liaising with Health and Safety representatives in relation to workplace Health and Safety issues. 	<ul style="list-style-type: none"> Regular meetings with WH&S rep
<ul style="list-style-type: none"> Improving health and safety performance 	<ul style="list-style-type: none"> Initiating action based on audit, inspection results and feedback from staff
<ul style="list-style-type: none"> Undertaking regular inspections to assist in the identification of hazards 	<ul style="list-style-type: none"> Development of a schedule of inspections Completed inspections
<ul style="list-style-type: none"> Attending health and safety meetings 	<ul style="list-style-type: none"> Evidence of signed/ documented minutes
<ul style="list-style-type: none"> Providing new employees with Health and Safety induction training and specific job training where required 	<ul style="list-style-type: none"> Employee inductions complete. Evaluation of induction by employees
Responsibilities	Performance Measures
<ul style="list-style-type: none"> Facilitating rehabilitation for injured employees 	<ul style="list-style-type: none"> Evidence of signed return to work programs Selected duties register

<ul style="list-style-type: none"> Ensuring employee awareness of Health and Safety management systems and specific workplace hazards 	<ul style="list-style-type: none"> Regular documented meetings with staff Conducting random inspections to ensure that correct WH&S procedures are being implemented by staff
<ul style="list-style-type: none"> Providing a clear definition, in writing, of all work procedures 	<ul style="list-style-type: none"> All work instructions are documented and provided to staff with explanation.
<ul style="list-style-type: none"> Developing health and safety procedures 	<ul style="list-style-type: none"> Development of specific procedures where required
<ul style="list-style-type: none"> Knowledge of WHS and related legislation 	<ul style="list-style-type: none"> Attendance at training sessions

Applicant Declaration

I, have read and understood the position description for the **ICT Program Manager** as detailed in this document.

Signature:

Date: / /