



# Program Management Coordinator

## POSITION PROFILE

Division	Shire Infrastructure	Status	Full time, permanent
Unit	Project Delivery	Salary Grade	Grade 12 / 13
Reports to	Manager Project Delivery	Reviewed	October 2020

## STRATEGIC INTENT

- To coordinate the delivery of Council's annual capital projects program for Transport, Parks & Open Space, Water and Buildings infrastructure.
- Developing processes, tools, templates and systems to provide for effective monitoring measurement and reporting of the delivery of capital projects within the relevant programs of Council's Capital Budget each year.
- Contributing to the development, implementation and management the Project Management Framework for the Shire Infrastructure Directorate.
- Reviewing the efficiency and effectiveness of council's current process(es) for delivery of the capital works program and develop recommendations and a program for implementation for addressing the shortcomings identified.

## POSITION PURPOSE

- The introduction of a Program Management Coordinator role is to provide a centralised coordination, monitoring and measurement for the effective delivery of capital projects from Councils Delivery Plan and Operational Plan (DP/OP). The role is a business partnership role for the Shire Infrastructure Directorate embedded in the Project Delivery team.
- The Program Management Coordinator will report directly to the Manager Project Delivery and be responsible for supervising the Business Support team. The Program Management Coordinator and their team will facilitate creation of relevant, timely, and accurate data management and reporting for the Infrastructure Delivery Committee (IDC) and sub-program delivery meetings for Transport, Water and Non-Infrastructure, Parks and Open Space and Buildings.

## POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Define the Program Performance strategy including establishing a baseline and target capabilities.	<ul style="list-style-type: none"><li>Effectiveness of project delivery and program leadership</li><li>Low project/Program churn</li><li>PMO Accreditation</li></ul>
Lead the maturing of a project management framework, standards and tools to drive and facilitate the successful delivery of projects.	<ul style="list-style-type: none"><li>Adoption rate</li><li>Accuracy of use</li></ul>
Foster collaborative and mutually supportive relationships with project teams and senior stakeholders.	<ul style="list-style-type: none"><li>Improve collaborative development and project results</li></ul>
Enhance the project management capability through coaching, training and support.	<ul style="list-style-type: none"><li>Sought after leadership</li><li>Recognised competency</li></ul>

	<ul style="list-style-type: none"> <li>No of Project Managers certified</li> </ul>
Maintain reporting tools and provide high quality and timely reporting.	<ul style="list-style-type: none"> <li>Responsive performance tracking</li> <li>Reporting as required</li> <li>Audience friendly</li> </ul>
Identify and monitor Interdependencies and coordination across projects, Program/Project slippage, actual and predicted cost over spend	<ul style="list-style-type: none"> <li>Information relating to project deliverables, risks and issues are effectively communicated.</li> <li>Sound, accurate and timely advice.</li> </ul>
Facilitate the development of the 10 year and annual delivery program	<ul style="list-style-type: none"> <li>Quality assurance</li> <li>Low project/program churn through delivery year.</li> <li>Stakeholder consultation</li> </ul>
Capacity Planning	<ul style="list-style-type: none"> <li>Timely</li> <li>Low project churn</li> </ul>
Manage the end of year results	<ul style="list-style-type: none"> <li>Accuracy</li> <li>timeliness</li> </ul>
Lead divisional change initiatives	<ul style="list-style-type: none"> <li>Positive contribution to the division</li> </ul>
Establish benefits capture, review and reporting opportunities	<ul style="list-style-type: none"> <li>Accuracy</li> <li>Report availability</li> </ul>

## SELECTION CRITERIA / SUCCESS PROFILE

<b>Qualifications, Certificates or Licences</b>	Essential	<ul style="list-style-type: none"> <li>Tertiary qualifications in related discipline e.g. construction, commerce, project management</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>Government Procurement</li> <li>Change Management</li> <li>Infrastructure Project Management</li> <li>Infrastructure Program Management</li> </ul>
	Essential	<ul style="list-style-type: none"> <li>Encouraging and creating positive working relationship through effective leadership</li> <li>Demonstrated experience in identifying and using high level conflict resolution, problem solving, negotiation techniques, including engaging and influencing internal and external stakeholders including management, staff, service managers and other organisations.</li> <li>Demonstrated experience in meeting the needs and expectations of customers and stakeholders</li> <li>Demonstrated ability to think strategically, critically, logically and innovatively</li> <li>Ability to research, develop, implement and monitor strategy and plans</li> <li>Sound understanding of the construction/project delivery environment.</li> <li>Experience in the use of information systems for performance monitoring, management and decision making.</li> <li>Demonstrated ability to manage multiple concurrent tasks within strict deadlines, deliver identified outcomes and within budget.</li> <li>Demonstrated capacity to collect, collate, sort and analyse large amounts of data and provide reports.</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>Experience leading significant organisation change.</li> <li>Experience leading a PMO.</li> <li>Experience in policy development and strategic planning processes.</li> <li>Experience with contract administration.</li> </ul>
<b>Experience or skills</b>		

## CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> <li>• <b>Decision making:</b> Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.</li> <li>• <b>Goals oriented:</b> Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them</li> <li>• <b>Critical thinking:</b> Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders.</li> <li>• <b>Communication skills:</b> able to articulate complex and technical matters in simple terms.</li> <li>• <b>People skills:</b> empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary.</li> <li>• <b>Team focussed:</b> Willing to mentor and be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues</li> </ul>
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## OUR VALUES

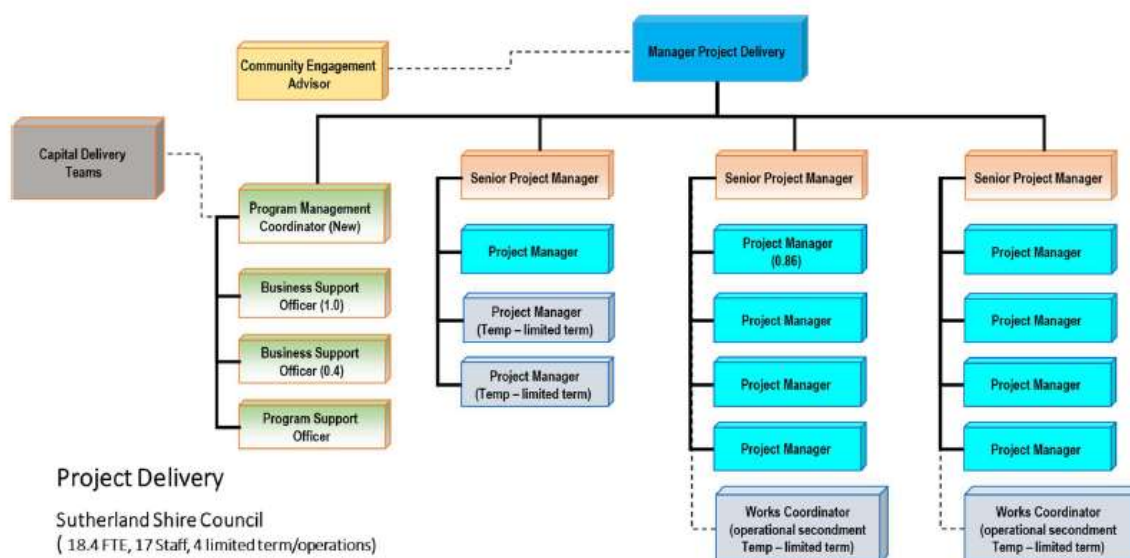
Behaviours	<ul style="list-style-type: none"> <li>• <b>Collaborate</b> - We are a united team. We work together to deliver great outcomes for our community</li> <li>• <b>Achieve</b> - We have a can-do attitude and deliver on our commitments. We pursue excellence and believe in making a positive contribution to our community</li> <li>• <b>Respect</b> - We communicate openly, act with integrity and are inclusive</li> <li>• <b>Evolve</b> - We look for opportunities and embrace change, championing new ideas, and celebrating solutions.</li> </ul>
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## CORPORATE OBLIGATIONS

Employees	3 direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position.
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate

<b>Customer Focus</b>	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
<b>Procurement</b>	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

## STRUCTURE



## SPECIFIC CONDITIONS OF EMPLOYMENT

- Terms of Salaried Staff Enterprise Agreement, as may be varied from time to time.
- 35 hour week, 19 day month.
- Occasional requirement to attend meetings out of hours (e.g. Community Consultation, Council Committees, Chamber of Commerce Meetings) on projects. Accrual of Time-in-lieu or overtime payment available for additional hours worked subject to agreement of the employee.