ICT Project Manager Description

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| Directorate: | Finance |
| Reports to: | PMO and Strategy Manager |
| Direct reports: | NIL |
| Location: | Lewisham. State-wide travel may be required. |
| Primary position objective: | Plan and delivers projects with substantial technology components from concept through business case, implementation, deployment, training, change management and post-project, delivered by internal teams, external vendors or a combination of both. |
| *The St Vincent de Paul Society is an Equal Employment Opportunity Employer* | |

# Directorate overview

This position is in the Finance directorate. The teams within the directorate and their functions are:

**​​​​​​​​​​​​​​Finance and Accounting:**this team is responsible for state-wide finance policies and procedures; finance shared services (accounts payable, accounts receivable); treasury and investment functions; financial reporting to external stakeholders; financial strategy and special projects.

**Group Financial Planning and Analysis:** this team is responsible for financial budgeting, forecasting, and reporting; targeted financial analysis for senior management; strategic and operational advice to senior leadership to improve financial decision-making and business performance; and financial business partnership. The Finance Manager roles embedded in Vinnies Services and Commercial Enterprise, Fundraising and Communications directorates sit with this team.

**Property and Facilities:**this team is responsible for state-wide property management and facilities management.

**Procurement and Fleet:** this team is responsible for procurement; and fleet.

**Payroll**: this team is responsible for organisation wide payroll.

**Information and Communication Technology:** this team is responsible for state-wide ICT strategy; ICT project management; design and implementation of new ICT systems; ICT service desk, and cybersecurity.

# Accountabilities and responsibilities

The ICT Project Manager will:

* Contribute to the successful implementation of the Strategic Plan within their team.
* Responsible for the project phases and timeframes, initiating projects as their start dates arrive, engaging business stakeholders as required.
* Responsible for the implementation of technology projects by planning, developing and maintaining project plans, product backlogs, project budgets, project risk and mitigation plans; ensuring plans are realistic; communicating with stakeholders regularly and managing project completion within agreed sliders and cost, timescale and resource constraints.
* Manage the work of external technology vendors to deliver on project deliverables.
* Work closely with the business to understand the goals, needs and functionality for the projects
* Advise, negotiate, and facilitate communication between technical personnel, managers, and user/customer groups to ensure the efficient design, development, and implementation of projects
* Update the executive by presenting the project to the Technology Governance Group and reporting progress on major projects in Status updates
* Manage relationships with key stakeholders through good expectation management communicating with gravitas and credibility, regular progress updates and opportunities for feedback.
* Identify and resolve conflicts, coach, mentor, inspire and motivate in the team.
* Facilitate supplier and team meetings, build, develop and grow business relationships.
* Create and implement the business readiness plan (in some cases with a business project manager), taking into consideration deployment, data migration, capability deployment (training and engagement activities) and any business activities required to integrate new processes or jobs into the "business as usual" environment.
* Manage agile projects following both Agile and Waterfall delivery frameworks
* Ensure good project culture, governance and processes are in place
* Help solve business problems by leading internal customer through exploration, design thinking, solution concept and business casing.
* Research market for vendors and solutions for potential inclusion in projects.
* Build positive relationships with internal customers during projects to ensure that our relationships with internal customers are strong, profitable and enduring.
* Work with our customers to identify and describe business benefits for their projects
* Ensure Security and Architecture standards are maintained for all proposed and implemented solutions
* Plan for and support the realisation of the business benefits of business cases together with the project executive sponsor
* Contribute to a safe working environment for staff, members and volunteers by implementing the Society’s workplace health and safety practices.
* Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

# Critical Key Performance Indicators (KPIs)

* Implement the Society’s Digital, Data and Technology Strategy.
* Executive and user feedback surveys report improved satisfaction with the quality of technology engagement services.
* Approved ICT business cases and projects are planned, implemented and delivered on time, on budget and to the required quality specifications.

# Key working relationships

In addition to the PMO Strategy Manager and their direct reports, the ICT Project Manager will foster close working relationships with:

* Executive Directors and Directors across the Society;
* ICT leadership team (Corporate Services);
* Vendors.

# Essential criteria

## Critical capabilities

There are nine capabilities expected of all employees across the Society:

* ‘**People we serve’ centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
* **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society’s mission, vision, values and lay Catholic heritage.
* **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
* **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society’s mission and implement the Strategic Plan.
* **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
* **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society’s strategic priorities.
* **Digital engagement:** (Level 4) Promote digital engagement of virtual, dispersed stakeholders to maximise efficiency and effectiveness.
* **Innovation and improvement:** (Level 4) Promote and enable innovative approaches to service delivery and ways of working.
* **Financial acumen:** (Level 3) Manage the team’s resources, projects and services to deliver positive outcomes within budget*.*

## Role-specific criteria

* Relevant tertiary qualification/s in Information Technology or demonstrated experience and skills in IT systems or related field.
* 10+ years in ICT project delivery.
* Demonstrated success as an agile and waterfall project manager.
* Ability to multi-task within tight deadlines.
* Demonstrated experience in working on projects across all areas of ICT.
* Ability to work well within a team and provide a problem-solving approach.
* Excellent customer service skills.
* Excellent verbal and written communication skills.

# Desirable criteria

* Experience working in a membership-based organisation to support and empower members and volunteers.