Agile Project Manager
Position Description

Position Title	Agile Project Manager
Responsible Council	NSW State Council
Reports To	Business Engagement Manager
Location	Lewisham NSW. State-wide travel may be required.
Primary position objective	This role plans 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.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Department Overview

The mission of the Technology Services team is to support and enable the achievement of the Society's strategic business objectives by delivering services that ensure we can best meet our obligations to our members, volunteers and employees.

Embedded within the Corporate Services Directorate of the State Support Office, the Technology Services Team partners with NSW State Council, Central Councils, Special Works and Society employees, to create and sustain a secure, reliable and scalable technology environment, and to ensure careful and responsible management of the Society's technology resources. The department has embarked on a transformation journey with the purpose to enable better services, building capability and collaborating effectively across the Society's technology needs.

Led by the Chief Information Officer (CIO), the department has overall responsibility for Strategic Planning, Enterprise Architecture, procurement, delivery and quality assurance of Service Management and Operations, managing the budget and cost allocation for the service portfolio and delivery of technology programs and investments, as well as Information Risk & Security management.

Role Overview

This role plans 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.

Duties and Responsibilities

- Responsible for the project phases and timeframes, initiating projects as their start dates arrive, engaging business stakeholders as required.

- Lead stakeholders through the process of discovery, analysis, documentation of requirements (user stories) and reach agreement with a large and diverse range of stakeholders regarding sliders, scoping, priorities, the definition of done, acceptance tests and quality targets to develop and submit business cases.

- 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 in order 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.

- Improve the Agile project management processes together with other project managers, scrum masters, scrum steering group and scrum teams

- Manage agile projects following Agile project and portfolio management frameworks (DSDM, SaFe, LESS etc.)

- Ensure good agile project culture, governance and processes are in place

- Assist and support internal customers with using our services throughout projects, supporting and mentoring them through the relevant processes

- Help solve business problems by leading internal customer through exploration, design thinking, solution concept and business casing.

- Researching 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.

- Be the internal customers' first point of contact, ensuring that our customers remain satisfied with our services.

- Work with our customers to identify and describe business benefits for their projects

- Ensure Security and Architecture is maintained by solutions proposed and implemented

- Plan for and support the realisation of the business benefits of business cases together with the project executive sponsor

Essential Criteria

- Tertiary qualifications or demonstrated experience and skills in IT systems or related field.
- Communicate well and multi-task under tight deadlines.
- Be a team player and a problem-solver.
- Have demonstrable successes as an agile project manager with a good understanding of the relevant agile frameworks
- Experience working on projects with digital, mobile and CRM platforms
- Customer-oriented approach
- Excellent verbal and written communication abilities
- Problem-solving aptitude
- Agile project management and Scrum methodologies

Desirable Criteria

- Design Thinking certification
- Experience working on CRM, Digital and full stack, complex cross platform project.

The St Vincent de Paul Society is an Equal Opportunity Employer