



Position Description

Project Delivery Lead

Council Strategic Vision

Balancing our progress with our heritage, we lead in coastal management to deliver high-quality public spaces and services to build a welcoming, safe and active community where resident, visitor and business prosperity meet.

Our Culture

A place that proudly delivers great things.

Where we deliver on promises; value people; recognize achievements; inspire progress, respect history, build the future; grow and learn; and enjoy what we do.

Our Values

ARISE: Achievement, Respect, Innovation, Simplicity, Engagement



TITLE	Project Delivery Lead
LEVEL:	Level 7
POSITION OBJECTIVE:	
The Project Delivery Lead is responsible for the successful delivery of programs/projects within the Innovation and Technology Services team of the City of Holdfast Bay (CHB) including Council and Alwyndor. Additionally, this role is responsible for developing and refining overall project management methods, metrics and reporting standards appropriate to the project outcomes and inline with CHB's Strategic Plan.	

1. REPORTING RELATIONSHIPS

- This position reports to the Manager Innovation & Technology.
- This position works closely and collaboratively with all other positions in the Innovation & Technology team.
- The following positions report directly to this position: Business Analyst/Solution Architect, Business/Change Analyst and other project roles as required.

2. KEY PERFORMANCE INDICATORS

- Manage program/project level governance, facilitating project prioritisation with stakeholders whilst delivering within a defined scope of resource and budget constraints, and leveraging organisational project governance structures.
- Manage program/project management processes for CHB I&TS programs to ensure adherence to project management and procurement procedures.
- Provide overall management of the Project Delivery team including performance and professional development.
- Develop project management metrics and reporting standards and drive continuous improvement in project delivery performance.
- Responsible for ensuring any outsourced program/project work is delivered as per terms of contracted services.
- Design UX to align with the Customer Experience Strategy and CHB standards and requirements.
- Annual PDR process implemented with measurable goals and an effective personal development plan aligned to role requirements.
- Team feedback and achievements indicate that effective leadership is being applied in line with Council's identified leadership capabilities.
- Clear and measurable outcomes are set for each reporting staff member and they are held accountable for these.
- Clear evidence presented that WHS and other regulatory requirements have been implemented and on time.

3. POSITION DETAILS

PEOPLE & CULTURE

- Manage, guide and develop project resources in the team (e.g. Business Analysts, Project Managers and Change Analysts, etc.) to ensure project deliverables are achieved within agreed scope, time, budget and quality.
- Provide expert advice to CHB on project delivery processes and methodologies.

- Provide support to project or idea sponsors in development of project scope, estimations, and business cases.
- Provide leadership and assist with the development of change management principles and plans.
- Pro-actively develop and maintain respectful and positive relationships both internally and with customers and volunteers.
- Actively participate and maintain a customer focused culture.
- Demonstrate positive leadership capabilities which result in building relationships, empowering others, embracing challenges and delivering on promises.
- Ensure effective communication is undertaken to engage the needs of reporting staff, internal and external key stakeholders including volunteers.
- Foster, develop and deliver a customer centric culture, to empower team members to strive for customer satisfaction at all times.
- Manage, monitor and review compliance with WHS and Return to Work obligations as well as other regulatory, legislative and policy requirements.
- Represent the organisation on internal and external teams, committees and boards, as required.

SYSTEMS & PROCESSES

- Plan and sequence projects, manage program / portfolio level stakeholder engagement including project prioritisation.
- Develop and refine program/project level reporting to stakeholder needs and report plans and status to stakeholders and governance forums.
- Plan and manage resource assignments in support of program and project demand.
- Manage the resolution of program issues, and serve as escalation point for project issues, supporting resolution of issues as required.
- Lead and contribute to assigned projects utilising the appropriate project management methodology relevant to the required outcomes.
- In conjunction with the Manager, I&TS, manage overall budget, schedule and plan for CHB I&TS programs/projects.
- Ensure UX is designed to align with the Customer Experience Strategy and CHB standards and requirements.
- Ensure program/project deliverables are achieved within agreed scope, time, budget and quality.
- Ensure that appropriate change management plans are in place for all projects and programs.
- Actively seek and suggest ways to improve work practices and outcomes.
- Proactively lead and influence organisational change based on Council's strategic and business plans.

QUALITY & COST

- Contribute to the annual budget preparation that aligns with strategic and business objectives.
- Deliver quality outcomes on time and on-budget.
- Conduct research and requirements analysis to inform decision making.

DEVELOPMENT

- Keep abreast of contemporary work methods.
- Pro-actively participate in the Professional Development & Review (PDR) process and provide suggestions on how individual capabilities can be expanded as they relate to the role.
- Actively listen to the needs, concepts and ideas of staff, peers, the community and customers.
- Ensure Professional Development & Reviews (PDR's) are completed on an annual basis for reporting staff which include meaningful and achievable goals.
- Facilitate personal and professional development of reporting staff.

4. PERSONAL CRITERIA

QUALIFICATIONS

- A qualification in a relevant area or significant related experience– **essential**
- Holds an unencumbered Australian drivers licence - **essential**

EXPERIENCE & KNOWLEDGE

- Experience in resource management, mentoring and coaching individuals to deliver quality outcomes – **essential**.
- Experience in a program/project management, strategic planning or other related area - **essential**
- Experience in business evaluation and continuous improvement activities – **essential**.
- Proficient in the use of Microsoft Office and experience in using corporate digital applications – **essential**.
- Knowledge of change management principles, process and methodology – **highly desirable**.
- Knowledge of UX design principles – **highly desirable**.
- Experience in leading services or organisation through times of change – **highly desirable**.
- Experience in research, analysis of data and preparation and presentation of discussion papers and reports – **highly desirable**.
- Knowledge and understanding of legislation, guidelines and standards relevant to the area of operation.
- Experience with the Technology 1 suite of applications – **desirable**.
- Experience with managing a budget - **desirable**.
- Experience in the preparation of presentations and reports for Executive, Committees and Council – **desirable**.

PERSONAL CAPABILITIES

- Highly self-motivated with the ability to establish credibility and deliver high quality outcomes for our community.
- Advanced verbal and written communication skills with the ability to negotiate, influence and motivate individuals.
- Ability to prioritise workload and meet set timelines.
- Ability to be resilient, innovative, flexible and readily accommodate change.
- Analytical, problem solving, and decision making skills with an ability to explore new and innovative ways to do business using creative solutions.
- Ability to work independently as well as part of a team.
- Ability to build effective relationships with a range of key stakeholders and work successfully with diverse groups.
- Demonstrated commitment to exploring and expanding individual capabilities.
- Ability to share information and expertise freely.

LEADERSHIP CAPABILITIES

- **Accept Responsibility** – Take responsibility and deliver on our promises.
- **Relationship Driven** – Build positive relationships.
- **Innovate & Change** – Lead change and embrace new ideas.
- **Strategic Focussed** – Create and communicate a clear vision.

- **Empower Others** – Support people to be their best.

5. WORK HEALTH & SAFETY RESPONSIBILITIES

- Comply with any reasonable instruction in relation to WHS.
- Cooperate with any reasonable policy or procedure relating to WHS.
- Take reasonable care in regard to work health and safety.
- Avoid adversely affecting the health and safety of any other person through any act or omission at work.
- Ensure that you are not in such state (due to alcohol or drugs) as to endanger your own safety at work or the safety of any other person.
- Not wilfully interfere with or misuse items or facilities provided in the interest of the health and safety of workers.
- Report all accidents, incidents, injuries, property damage in accordance with agreed procedures.
- Comply with the use and utilisation of appropriate personal protective equipment.
- Participate in activities associated with the management of workplace health and safety policies, procedures and management systems.
- Support and use appropriate consultative structures.

6. SPECIAL CONDITIONS

- Some out of hours work may be required including attendance at official meetings after hours.
- In line with Council's Background Screening & Reporting Procedures, Department of Human Services (DHS) screening clearances are required for all positions, and will be renewed upon expiry thereafter.

7. OUR VALUES

As a value based organisation we demonstrate our values through our behaviours. These values guide everything we do. As an employee you will play a key role in demonstrating these values:

- **Achievement** – Deliver agreed outcomes for our Community.
- **Respect** – Act with honesty and integrity.
- **Innovation** – Seek better ways.
- **Simplicity** – Easy to do business with.
- **Engagement** – Provide opportunities for all to participate.

These are assessed on an ongoing informal basis, and formally through the Professional Development Review process.

8. ACKNOWLEDGEMENT

Employee Name:	_____	Direct Manager:	_____
Signature:	_____	Signature:	_____
Date:	_____	Date:	_____