

## Projects Portfolio Coordinator

### Position Description

<b>Division</b>	Finance & Corporate Services	<b>Department</b>	Technology Services
<b>Reports To</b>	Service Delivery Manager	<b>Direct Reports</b>	Yes
<b>Queensland Local Government Industry Award - State 2017 - Stream</b>	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	<b>Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level</b>	Schedule 1, Level 8

### Position Purpose

The Projects Portfolio Coordinator is an integral part of Council, functioning as the hub that harmonises the strategic planning and execution phases of numerous projects. The role demands a blend of strategic insight and operational excellence bridging the gap between project teams, stakeholder and leadership. The Projects Portfolio Coordinator ensures the collective success of Council's projects undertaking efficient project execution, thoughtful use of resources, and alignment with Council's strategic and corporate objectives.

The Projects Portfolio Coordinator serves as the cornerstone of project success ensuring optimal resource allocation, clear communications and unwavering commitment to Council's goals, ensuring strategic alignment and efficient execution of projects.

### Key Responsibilities and Outcomes

#### Main Tasks:

- Facilitate communication between project teams, internal departments and external partners ensuring alignment of goals and clarity in deliverables.
- Efficiently evaluate and contribute distributing available resources, including personnel, budget and tools across multiple projects based on priority and need.
- Work closely with management providing strategy insights from the project front, assisting in long-term business planning and forecasting.
- Engage and develop relationships with vendors, consultants and other external parties ensuring their role aligns with project objectives.
- Prioritise projects based on resource availability and business goals ensuring timely delivery of critical initiatives.
- Lead debriefing sessions to capture insights, lessons learned and areas for improvement to inform future projects.
- Regularly review and assess Council's project portfolio ensuring business goals and objectives are met.

- Monitor project progress to ensure it aligns with timelines, budgets and quality benchmarks and highlight contingency plans for potential risks identified.
- Collaborate develop and deliver business requirement documents, statements of work including tender and procurement activities as required.

Accountable for:

- Ensure all projects within the portfolio directly support and align with Council's overarching objectives and mission owning the successfully delivering projects.
- Ensure resource allocation and optimisation of staff and material resources across all projects, minimising inefficiencies, and maximising outputs.
- Deliver comprehensive updates on project statuses, milestones and performance metrics ensuring transparency and timely communication to stakeholders and management.
- Proactively identify project risks and plan effective strategies, and contingency plans to address and neutralise these challenges ultimately safeguarding project outcomes.
- Maintain consistent and open channels of communication between all stakeholders ensuring alignment in expectations and resolution of concerns.
- Drive process enhancements by capturing feedback, analysing project outcomes, and integrating best practices and learning into the project management office.

Responsible for:

- Providing expert advice and solution finding
- Develop, track and report on key performance indicators for projects ensuring they meet or exceed expected standards and deliver on objectives.
- Maintaining and updating documentation in the PMO
- Understanding and interpreting business requirements.
- Mentoring Project Support Officers
- Resource Management tasks within the PMO
- Managing projects, end to end delivery of the PMO Framework
- Facilitating lessons learnt and project closure workshops.
- Guides operational support into production phases.

Contributes to:

- Maintaining high standards throughout the PMO team.
- Contribute to change management activities, ensuring minimal disruption and smooth transitions.
- Support the broader outputs of the team, by contributing to a positive culture which fosters a cohesive, motivated, and positive work environment that strives for excellence in customer service, continuous innovation, and improvement.

**Our Values**

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a leader you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.

**SERVICE**

**TEAMWORK**

**INTEGRITY**

**RESPECT**

**SUSTAINABILITY**

## Decision Making

*Budget*

N/A

*Delegations*

Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

## Knowledge & Experience

*Experience:*

### Expert 5+ Years

Has five years or more of experience in the discipline and is generally considered an authority in their area or expertise.

*Reach:*

### Department / Services

Collaborate with cross-functional teams including sponsors, stakeholders, project managers, and the ICT team across the breadth of the organisation.

*SFIA Responsibility Skills required:*

*Autonomy*

- Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial, and quality aspects.
- Establishes organisational objectives and assigns responsibilities.
- Determines when issues should be escalated to a higher level.

*Influence*

- Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism.
- Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget.
- Has influence over the allocation and management of resources appropriate to given assignments.
- Leads on user/ customer and group collaboration throughout all stages of work.
- Ensures users' needs are met consistently through each work stage.
- Builds appropriate and effective business relationships across the organisation and with customers, suppliers, and partners.
- Creates and supports collaborative ways of working across group/area of responsibility.
- Facilitates collaboration between stakeholders who have diverse objectives.

## *Complexity*

- Implements and executes policies aligned to strategic plans.
- Performs an extensive range and variety of complex technical and/or professional work activities.
- Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts.
- Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements.
- Understands the relationships between own specialism and customer/ organisational requirements.

## *Business Skills*

- Analyses requirements and advises on scope and options for continual operational improvement.
- Assesses and evaluates risk.
- Takes all requirements into account when making proposals.
- Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives.
- Understands and evaluates the organisational impact of new technologies and digital services.
- Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder.
- Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences.
- Security, privacy, and ethics — proactively contributes to the implementation of appropriate working practices and culture.

## *Knowledge*

- Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients.
- Develops a wider breadth of knowledge across the industry or business.
- Applies knowledge to help to define the standards which others will apply.

## *SFIA Professional Skills required:*

### *Project Management (PRMG) - Level 5*

- Takes full responsibility for the definition, approach, facilitation and satisfactory completion of medium-scale projects.
- Provides effective leadership to the project team.
- Adopts appropriate project management methods and tools.
- Manages the change control process and assesses and manages risks.
- Ensures that realistic project plans are maintained and delivers regular and accurate communication to stakeholders.
- Ensures project and product quality reviews occur on schedule and according to procedure.
- Ensures that project deliverables are completed within agreed cost, timescale and resource budgets, and are formally accepted, by appropriate stakeholders.
- Monitors costs, times, quality and resources used and takes action where performance deviates from agreed tolerances.

### *Financial Management (FMIT) - Level 4*

- Monitors and maintains financial records to agreed requirements for compliance and audit.
- Assists with identifying and calculating process, service, project and component costs for financial planning and budgeting.

- Collates required financial data and reports for analysis and to facilitate decision-making.

#### *Requirements definition and management (REQM)- Level 5*

- Plans and drives scoping, requirements definition and prioritisation activities for large, complex initiatives.
- Selects, adopts and adapts appropriate requirements definition and management methods, tools and techniques.
- Contributes to the development of organisational methods and standards for requirements management.
- Obtains input from, and agreement to requirements from a diverse range of stakeholders.
- Negotiates with stakeholders to manage competing priorities and conflicts.
- Establishes requirements baselines. Ensures changes to requirements are investigated and managed.

#### *Organisational change management (CIPM) - Level 5*

- Develops the change management approach and a change management plan in collaboration with sponsors, users and project teams.
- Creates and implements action plans to ensure everything is ready for the change before going live.
- Acquires change management resources and develops their capabilities to deliver the required changes.
- Gathers feedback to allow timely improvements to the change management plan and approach.
- Assesses risks and takes preventative action.
- Develops and communicates tailored change management plans for senior stakeholder groups.
- Provides guidance and makes suggestions to support change sponsors.

#### *Stakeholder relationship management (RLMT) - Level 6*

- Leads the development of comprehensive stakeholder management strategies and plans.
- Builds long-term, strategic relationships with senior stakeholders (internal and external).
- Facilitates the engagement of stakeholders in support of the delivery of services and change projects.
- Acts as a single point of contact for senior stakeholders, facilitating relationships between them.
- Negotiates to ensure that stakeholders understand and agree on what will meet their needs, and that appropriate agreements are defined.
- Oversees monitoring of relationships including lessons learned and appropriate feedback.
- Leads actions to improve relations and open communications with and between stakeholders.

#### **Qualifications**

- Degree in Business, Project Management or a relevant expertise or experience in a similar role with five or more years of experience.

*Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*