

Role Statement

Role Title:	ICT Project Services Manager	Level:	Senior Contract
Status:	People Leader		
Role Purpose:	This role is responsible for leading the project services function, overseeing project assurance and portfolio management.		

Minimum Role Accountabilities:

Accountabilities: *What I may be expected to do when I come to work in this role:*

- Leadership is a critical focus of this role, in line with the People Leader Performance Standards.
- Oversees and drives change related to resources and work prioritisation processes to ensure alignment with Strategy.
- Lead, coach and mentor a technology team to promote a high performing culture and successful service delivery.
- Collaborates and influences key stakeholder relationships to ensure programs are aligned to organisation strategy.
- Identifies and mitigates risks and issues including the communication and escalation through work management processes, identifying resource constraints and driving and monitoring the resolution.
- Govern and reviews current practices to identify opportunities for efficiencies and cost savings, and develop or revise existing inspection policies and control policies, procedures and operational standards.
- Perform other duties and responsibilities as may be directed by you manager, in line with the Work Level Standards for this role.

Minimum Occupational Capability Requirements:

Role Statement

Role Title:	ICT Project Services Manager	Level:	Senior Contract
Status:	People Leader		
Role Purpose:	This role is responsible for leading the project services function, overseeing project assurance and portfolio management.		

Essential: *the Knowledge, Skills, Accreditations, Licencing and/or Authorisations, you must have in this role to be safe and effective:*

- Tertiary qualifications in related discipline including Computer Science, IT or Business or equivalent experience in a similar position.
- Advanced computer literacy in Microsoft Office and Systems.
- Extensive experience employing program management methodologies and resource management with demonstrated successful delivery within a large organisation.
- Demonstrated experience in driving process improvement and ensuring compliance to project governance frameworks and processes.
- Recognised analytical, problem solving and decision-making skills and the ability to develop and apply creative and practical risk mitigation solutions.
- Strong organisation, prioritisation and time management skills.
- Established interpersonal skills and experience in dealing with a variety of internal and external stake holders.
- Highly evident communication skills both written and oral with a customer focus for service delivery .

Elective: *may be required in this role but not all in this role may need it:*

- Prior experience with ITIL frameworks and Information Technology Service Management processes.
- Program/Project Management Certification.