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| **TITLE** | Project Manager | | |
| **BUSINESS GROUP** | Digital and Information Group (DIG) | | |
| **REPORTS TO** | Program Manager | | |
| **GRADE** | 5 | **DIRECT REPORTS** | Nil |
| **ORGANISATION CONTEXT** | | | |
| At ReturnToWorkSA, our purpose is to empower and support South Australians impacted by work injury. Our services and those delivered by our claims agents are designed to provide early intervention support to workers and employers following a work injury to ensure the worker can recover and return to work as quickly as possible. We manage the collection of premium payments from registered employers and our invested funds to ensure we maintain a viable financial position that enables the delivery of quality support and services to injured workers. In addition, we are the regulator of the Return to Work Scheme and play the key role of protecting the integrity and fairness of the Scheme by monitoring and enforcing compliance with the Act and providing education and support about the health benefits of work. | | | |
| **OUR VALUES** | | | |
| We are passionate about empowering and supporting South Australians impacted by work injury and are values driven in our actions. We are looking for team members who genuinely align with our values of: **We** care about people and sustainability, **We** are inclusive and innovative, **We** listen to understand and **We** own our actions. | | | |
| **PRIMARY OBJECTIVE** | | | |
| Lead the project teams and squads that are responsible for the on-time and within budget delivery of projects, system enhancements and upgrades, in the digital transformation initiative (DTP) work streams and/or business as usual projects.  This role requires an approach to deliver value in accordance with the Software Development Life Cycle (SDLC), RTWSA’s Playbooks and Project Delivery Procedure, and Tailoring. | | | |
| **KEY ACCOUNTABILITIES** | | | |
| **Key accountabilities** | **Activities and outcomes sought** | | |
| **As a Project Manager at ReturntoWorkSA** | As a project manager and leader within the Digital and Information Group (DIG) area, in everyday interactions and when under pressure, we expect our leaders will engender respect, confidence, openness and trust by demonstrating they are:   * calm, dependable and stable. * diplomatic and empathetic. * considerate and supportive of others. * create and sustain positive relationships. * achievement oriented and driven. * self-confident but remain humble * reasoned and pragmatic. * aware of their personal impact. * maintain a psychologically safe environment for others. * work collaboratively across the business to achieve organisational goals. | | |
| **Deliver projects that create value for ReturntoWorkSA and key stakeholders** | Project management principles and Agile ways of working refer to the foundational guidelines for strategy, decision-making and problem-solving in project management and Agile work. As a Project Manager in the DIG team, we expect the following principles will guide your behaviour:   * Be a diligent, respectful and caring steward. * Create a collaborative project team environment. * Engage with stakeholders effectively. * Focus on value for RTWSA. * Recognise, evaluate and respond to system interactions. * Demonstrate leadership behaviours (see above). * Tailor based on context. * Build quality into processes and deliverables. * Navigate complexity in considerate fashion. * Optimise risk management, mitigation and responses. * Embrace adaptability and resiliency. * Enable change to achieve the envisioned future state. | | |
| **Project Performance Domains** | Areas of focus in which to demonstrate the above behaviours:   * Stakeholders – throughout all business areas of RTWSA * Team – building and supporting high-performing teams * Development Approach – Predictive, Hybrid, Adaptive, Agile * Software Development Life Cycle (SDLC) * Planning – estimates, initial, ongoing, evolving and reactive * Project Work – processes, resources, activities * Delivery – activities and functions to deliver scope * Measurement – assessing performance, taking actions * Uncertainty – risk, exploring and responding to uncertainty | | |
| **Tailoring** | Tailoring is the deliberate adaptation of the project management approach, governance and processes to make them more suitable for the given environment and the work at hand. As a DIG Project Manager at RTWSA, you will:   * Understand the concept of Tailoring and how to apply this. * Utilise the most relevant project management methodology / work approach for the specific project or work stream. * Utilise the most relevant development approach for the project. * Apply the appropriate level of rigour to large and complex projects while remaining agile and applicable for smaller and less complex projects. | | |
| **KNOWLEDGE AND EXPERIENCE** | **Demonstrated by** | | |
| **Qualifications** | * PMI Project Management Professional (PMP), Certified ScrumMaster, or similar certification. | | |
| **Project Management Experience** | * Project management and /or Agile experience in large transformation initiatives, including leading project interactions that incorporate technology, business and data streams. * Proven experience and working closely with external vendors and implementation partners. * Stakeholder management, especially working with business teams. * Experience managing predictive (Waterfall) and hybrid projects and/or leading Agile work. * Experience project managing the Software Development Lifecycle end-to-end. * Experience in delivering IT maintenance projects successfully, ideally in cloud-based infrastructure projects. | | |
| **IT Knowledge** | * Understanding of key technical IT aspects required for IT projects. * Familiarity with the SA Cyber Security Framework (SACSF), in particular within the context of projects. * Experience using Atlassian software and/or ServiceNow Project Portfolio Management (PPM) to manage projects, scheduling, finance, and risk. | | |
| **Methodology and Development Approach Knowledge** | * Knowledge of the theory and application of Agile ways of working, predictive (Waterfall) and hybrid projects. * End-to-end understanding of the Software Development Lifecycle (SDLC). * Knowledge of project and intra-project Tailoring processes. | | |
| **COMPETENCIES** | **Demonstrated by** | | |
| **Plan and Organise** | * The ability to set priorities; formulate a method or course of action for self and/or others to follow; plan appropriate allocation of resources. | | |
| **Deliver Great Service** | * The ability to work from a customer perspective to deliver a positive customer experience; focusing on customers’ needs to drive the solution. | | |
| **Communicate Influentially** | * While considering others’ perspectives, positively influence others’ understanding, thinking, attitude and action through engaging and persuasive communication to achieve desired outcomes. | | |
| **Lead Change** | * Design, communicate and embed holistic change plans that enable the organisation to transition to new ways. | | |

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| **DECISION MAKING REQUIRED FOR THIS ROLE** |
| ***Independently***   * General team-level problem-solving and day-to-day project management decisions, including initial tailoring, planning, scheduling, resource management, risk management, scoping, compliance, stakeholder engagement, delivery, tracking budget and internal estimate costing, and measurement.   ***With input***  From the Program Managers and Technical experts:   * Identify the Software Development Lifecycle delivery method, the DIG Project Delivery Procedure changes, and Tailoring of chosen project management methodology or ‘way of working’. * Navigate complexities in situational issues that may require escalation. * Inter-project dependencies and program-related project items.   ***Recommends***  To the Project Steering Committee, chapter leads, technical IT teams, business areas:   * Project solution approaches, critical path and significant impact schedules. * How to manage risks, issues, decisions, actions and project change requests * Solution   ***Guidance***  From Executive Leadership Team (ELT), Project Sponsors, DIG Management and Business sponsors on:   * Responses to project escalations. * Major issue resolution. * Large financial decisions. * Major risk mitigation. * Major project change requests. |
| **KEY COMMUNICATIONS** |
| ***Internal***  **Executive Sponsors, Business Leaders, Project Owners/Team Members, wider DIG Team** |
| ***External***  **Claims Agents, Technology Vendors** |

| **SPECIAL REQUIREMENTS / CONDITIONS** |
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| * Qualification verification required. * Some infrequent out of hours work will be required during deployments, and potentially during technical changes and systems testing. |