

Position Description



WORKING TOGETHER FOR A THRIVING COMMUNITY

POSITION TITLE:	Project Manager – Service Reviews
POSITION NUMBER:	5640
DIRECTORATE:	Corporate Services
DEPARTMENT:	Transformation Office - Corporate Program Management Office
CLASSIFICATION:	Band 8
REPORTS TO:	Corporate PMO Manager
DIRECTLY MANAGES:	N/A
KEY STAKEHOLDERS:	Staff at all levels of the organisation, Advisory and Governance Committees, contractors, consultants, vendors and industry and government bodies
DATE:	10/10/2024

POSITION SUMMARY:

The Project Manager – Service Reviews is responsible for facilitation, support and continuous improvement for service reviews at the City of Greater Geelong Council. This role ensures that the delivery of all service reviews are aligned to the City's Service Review Framework and Roadmap, and are conducted in accordance with the Project Management Framework. The Project Manager – Service Reviews partners with business owners and project teams across the portfolio. They ensure the reviews are conducted with appropriate stakeholder consultation and the rigor required for effective decision making by the Executive Leadership Team and Council. The Project Manager – Service Reviews will also drive the continuous improvement of service review planning and delivery, and support project teams with guidance and advice in their capacity as the service review program delivery subject matter expert.

ABOUT US:

The Corporate Services Directorate provides strong partnership to the organisation through seamless internal service delivery to enable achievement of the value proposition of being the highest-performing and best local government organisation to work for. The Transformation Office is the strategic planning hub of the business dedicated to formulating and facilitating the required work for the organisation to achieve its strategic priorities and improve performance. We leverage our expertise in Corporate Strategy, Organisation Performance Management, Change Management, Transformative and Continuous Improvement, Organisation Design, and Project Management to enable transformation. The Transformation Office collaborates closely with stakeholders from all directorates across the City of Greater Geelong (City), to ensure a seamless and systemic transformation journey.

Visit our website to read about the [City of Greater Geelong](#), [our values](#), and [our vision and strategy](#).

KEY POSITION RESPONSIBILITIES:

Specialist Work	<ul style="list-style-type: none">• Lead the City's service review program in line with the Service Review Framework.• Provide leadership to facilitate and govern end-to-end service reviews including project management, stakeholder communication, risk management, issues management and quality management.• Specialist implementation of continuous improvement initiatives to ensure the Service Review Framework, roadmap and delivery of service reviews is sector leading• Coordinate the development of the scope, objectives, milestones and deliverables for service reviews.• Identify, engage and manage key stakeholder relationships across the organisation.• Lead development and maintenance of the preferred supplier list to support the delivery of service reviews in consultation with the procurement team• Recommend and provide expert advice for solutions with various stakeholders according to the Service Review Framework and the City's interests and requirements.• Facilitate innovation and best practice approach in the department and push the boundaries of what is possible in delivering services for customer satisfaction.
People Leadership	<ul style="list-style-type: none">• Develop and maintain strategic networks with relevant key stakeholders within the field to fulfil the City's strategic objectives.• Deliver on the organizational strategic goals, by implementing solutions that make the goals accessible and relevant for operational success.• Reinforce the team's common goals and key priorities by involving relevant stakeholders and team members in decision making.• Mentor and guide team members in building professional competence and collective knowledge.• Support change initiatives and contribute to the business unit's culture to ensure it is inclusive, customer focused, results driven and accountable.• Act as an ambassador for Corporate PMO in stakeholder engagement activities.• Role model and promote Council Values in all aspects of duty.• Adhere to all Council's policies and procedures relevant to this position.
Organising Resources & Planning	<ul style="list-style-type: none">• Align work activities to the department Business Plans and Strategy, supporting implementation and balancing value for our community and customers, within financial and resource constraints.• Monitor, report, and utilise accurate data to track work progress and improvements against plans and budgets.• Implement systems, processes, and workflows to deliver results, ensuring relevant policies, governance mechanisms, and regulations are adhered to.• Coordinate with stakeholders on delivering goals and outcomes, meeting deadlines, and driving continuous improvement and quality outcomes.• Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

The above information is graphically depicted in the **Position Balance** graph below. It shows the approximate degree of time one may require dedicating towards people leadership, organising resources/ planning and specialist work. The time horizon indicates the timeframes the important tasks in this job may take to create an impact on the organisation indicating the level of strategic thinking and impact

People Leadership 0 – 20%	Organising Resources & Planning 10 – 20%	Specialist Work 60 – 90%
Time Horizon 1 – 2 years		

SELECTION CRITERIA:

We embrace diversity and encourage applicants to apply, even if they don't meet all the criteria. We value different experiences, unique skills and believe in providing opportunities for growth.

REQUIRED	DESIRABLE
Education and Experience	
<ul style="list-style-type: none"> A relevant tertiary qualification and or significant professional project management / equivalent PMO experience in a comparable organisation. 	<ul style="list-style-type: none"> Procurement process and/or sourcing experience Vendor management experience
Skills and Knowledge	
<ul style="list-style-type: none"> Project management experience in local government and/or the public sector. Working knowledge of project management methodologies including PMBOK, Prince2 and Agile. Demonstrated experience effectively managing projects with complex stakeholder impacts. Highly developed conceptual, analytical and problem-solving skills in an environment working with complex and/or challenging internal and external stakeholders. Demonstrated ability to build partnerships with a range of stakeholders at all levels of an organisation to achieve optimal outcomes. Knowledge of relevant legislation, policies and practices related to council service delivery Demonstrated people skills to support, influence, and collaborate with relevant stakeholders. Well-developed writing, presentation, and speaking skills to align with stakeholders and achieve support for task outcomes. Well-developed problem solving and stakeholder management skills with the ability to build collaboration and partnerships. 	<ul style="list-style-type: none"> Knowledge of local government Service Planning and Service Reviews. Ability to support and champion change.
Licenses or Checks	
<ul style="list-style-type: none"> Police Check 	

APPENDIX 1: ADDITIONAL GENERAL INFORMATION:

General Expectations

- Behave according to the City's values and expectations.
- Behave according to the City's Leadership capability framework which specifies the behaviours for being an effective team member.
- Adhere to the Council's policies and procedures and carry out duties as deemed reasonable and relevant to this position.
- Understand and adhere to relevant Delegations and Regulations applicable to this role.
- Participate in building ethical organisational culture, by preventing, detecting and reporting fraud and corruption.

Child Safety Responsibilities:

We are committed to being a child-safe organisation and have zero-tolerance for child abuse. We have specific policies, procedures, and mandatory training in place to support employees, volunteers, and contractors to achieve and adhere to these commitments. Please read our [Child Safe Standards Management Policy](#).

Diversity and Inclusion

At the City we want a workforce that reflects the community we live in. We welcome and embrace everyone, all people with their own unique experiences, and support and encourage all our employees to do their best work, have equal access to opportunities and a just working environment. For this reason, we particularly welcome and encourage applications from First Nations people, people with diverse cultural and linguistic backgrounds, from the LGBTQIA+ community, people with disability and people of all genders, ages and diverse experience.

Risk Management and Occupational Health, Safety & Wellbeing (HSW) Responsibilities:

- Promote and lead a positive occupational health, safety and wellbeing culture by demonstrating a positive commitment to HSW.
- Understand and comply with all City of Greater Geelong HSW policies, procedures, and legislative requirements relevant to the position.
- Take responsibility for own safety, perform work in a safe and appropriate manner, ensure understanding of any hazards and risks that may be present.
- Ensure behavior does not interfere with the HSW of others, including discrimination, bullying or harassment.
- Proactively report any incidents, injuries, hazards, or unsafe work practices.
- Complete all mandatory and recommended HSW training as scheduled.

The following general physical, functional, and psychosocial requirements may apply to this position. [Specific physical requirements will be attached if applicable.](#)

Physical and Functional Requirements	Psychosocial Requirements
<ul style="list-style-type: none">• Some manual handling tasks.• Prolonged periods of inactivity, e.g., sitting at the computer.• Regular keyboarding associated activities.	<ul style="list-style-type: none">• Dealing with politically sensitive information• Managing demanding stakeholders and/or some exposure to stressful situations.• Demanding deadlines, requiring working longer hours or over weekends.• Undertaking decisions that can make lasting impact to the organization and community.

APPENDIX 2: ADDITIONAL GENERAL INFORMATION

As per the Enterprise Agreement (No.11) 2021, the following points may apply to a BAND 8 role:

Accountability and Extent of Authority:

- May be accountable for managing resources, regulatory/specialist units, or developing policy options and strategic plans. Freedom to act is guided by goals, policies, budgets, statutes, subordinate legislations, and designated areas.
- Decisions made in these roles may have a substantial impact on the operational unit, public perception, community, and the organization.

Judgement and Decision Making:

- Strong judgment in problem-solving and policy development. May contribute to method development and adaptation and analyse options and present policy/ solution recommendations.
- Identify and develop policy options in the functional area. Analyse choices and present well-considered recommendations for managerial or employer decision-making.

Specialist Knowledge and Skills/ Qualifications and Experience:

- See relevant sections of the Selection Criteria above.
- Ability to apply theoretical or scientific approaches to identify solutions for new problems and opportunities, even beyond the original field of specialization, with sound knowledge of budgeting, accounting, and financial procedures is generally essential.
- Understanding of the long-term goals, values, and aspirations of the organisation, as well as the legal, socio-economic, and political context in which it operates.

Management and Interpersonal Skills:

- Demonstrated management skills for effectively supervising large numbers of employees or may include those with tertiary qualifications or extensive experience, to achieve objectives and goals while considering organizational and external constraints and opportunities.
- Strong interpersonal and leadership skills to effectively persuade, negotiate, and collaborate with clients, the public, colleagues, tribunals, and external stakeholders to achieve specific objectives. Must have the ability to lead, motivate, and develop other employees.

For more information, please refer to the Schedule 12 of the City of Greater Geelong Enterprise Agreement (No.11) 2021