

Position Description

Title	Program Manager – CMS Project and Service Design
Business unit	Performance Innovation
Location	130 Lonsdale Street – Flexible working arrangements
Employment type	Full-time - Ongoing
Reports to	Senior Manager Performance Innovation

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We’ve been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The CMS Service Design and Program Manager will own the overall leadership and has ultimate accountability for the CMS program and the Service Design element of all projects. They will deliver the program in accordance with the direction and vision provided by the Program Steering Group and the Executive Sponsor. You will be accountable for the effective management of the projects or functional activities within the program, their risks, issues, conflicts, priorities, resources and communications, ensuring delivery of the new capabilities and benefits. You will be the main driving force throughout the program, managing the stakeholders and program to mutual benefit. Further to this, you will have accountability for the Service Design element of all projects . The Program Manager ensures the program goals are met by providing a decision-making capacity that cannot be achieved at project level.

2. Scope

Budget:

- \$5 million over the 5 year period (till end of FY26)

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People:

- Service Design Officer(s)
 - Project Manager
 - Project Officer
 - Data Migration Lead
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3. Relationships

Internal

List key internal relationships that this position has primary and regular day to day interaction with

- Executive Sponsor
- Senior Management Group including Executive Sponsor,
- Program Steering Group Members – Heads of Finance, ICT, Quality, Sponsors.
- ICT
- Service Operations Senior Managers and Team Leaders
- Finance Business Partner
- Impacted stakeholders.

External

- Technology vendors.
 - External project stakeholders e.g. Funders.
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4. Key responsibility areas

Briefly outline the primary responsibilities of this position in bullet points, (keep it brief but ensure you list all key areas of responsibility) – group under headings in order of importance – see examples below:

Service Design

- Lead the scoping of projects to ensure appropriate service programs are included in the designated project scope.
- Manage and support the Service Design Officer(s) to deliver the Clean House phase and Ensure all service design documentation and artifacts are produced and the Clean House Phase endorsed by the respective Project Governance Group and Sponsor. Provide guidance and support to the Service Design Officer in undertaking the service design activities within the New Systems and Closure phases.

Program Management

- Delivers the program direction and vision as described by the PSG.
- Addresses the entire business change by shaping and inspiring the change journey.
- Works with the Project Manager(s) to ensure the PM delivers new products or services from the projects to the appropriate levels of quality, on time and within budget, in accordance with the associated program.
- Supports the Project Manager in the Management of the production of plans for the delivery of the project/ projects in partnership with customer and business area to ensure acceptance, closedown and handover to service delivery teams.
- Works collaboratively with ICT teams and the Project Manager(s) to ensure they take appropriate leadership and responsibility for their deliverables.

Administration

- Responsible for maintaining the program, managing resources and monitoring progress.

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- Is accountable for managing the tracking of program costs (Project costs managed by Project Manager).
- Adherence to PMO governance and project management and organizational change methodologies
- Produce high quality program reports, ensuring RAG status in line with guidelines and reflects actual project health - Smartsheet.
- Ensure Project Review recommendations are assigned and delivered for ongoing projects.
- Adherence to ICT governance methodologies to ensure ongoing support during and post implementation of each CMS as well as managing information security.

Project Quality and risk

- Manages both the dependencies and the interfaces between projects.
- Manages business and program risks and ensures the production of an effective plan and risk assessment so that timescales and program costs are understood.

People and teams

- Work closely with the Project Manager(s) to ensure alignment to required outcomes and Uniting Quality, PMO and ICT principles.
- Provides leadership and guidance to the program team and strategic direction and vision.
- Establish, lead, coach and inspire an engaged and productive team.
- Lead the team in leading practices and effective project governance.
- Provide support, guidance, coaching, leadership, and empowerment to the Service Design team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

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- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation
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5. Performance indicators

- Deliver CMS Program within agreed Budget and Schedule.
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6. Person specification

Qualifications

- Relevant qualification in Project Management, Business Administration or related field (or equivalent experience)
- Project Management (CAPM), PMP, or Prince2 Foundation, Agile, Six Sigma, ITIL certification is desirable.
- Knowledge and competencies in MS Project, Smartsheet and MS Office Applications

Experience

- Experience managing multiple stakeholders and customers.
- Experience in Complex Projects and managing a project team.
- Demonstrated experience working within Project Management /PMO.
- Competent in project management delivery, Project management information systems, trackers and management tools (Excel, MS Project, Smartsheet specifically)
- At least 5 years' experience in a direct Project Manager or PMO delivery role, or relevant experience in direct oversight of change management or business transformation delivery with a broad range of exposure to various business disciplines.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
 - Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
 - Proven track record in project coordination and project administration support roles, including continuous improvement, innovation or business change contexts supporting teams deliver project outcomes and effectively manage change.
 - Can monitor own performance, motivate others, and ensure project standards are maintained.
 - Excellent written and verbal communication skills, problem solving and conflict management skills.
 - Highly developed organisation, prioritisation and time management skills
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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: