JOB DESCRIPTION

Project Lead

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.
Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting NSW.ACT is responsible for the social justice, community services and chaplaincy work of the Uniting Church in NSW and the ACT.

We provide care and support for people through all ages and stages of life, with a focus on people experiencing disadvantage and vulnerability. Our purpose is to inspire people, enliven communities and confront injustice.

We value diversity and always welcome everyone exactly as they are. We are one of Australia's largest and most trusted Service Providers for Children, Youth and Family programs which is made up of a team of diverse, purpose-led people who really are making a difference to the world around them.

ABOUT THE ROLE

Role Purpose
The Project Lead manages and supports the development, implementation and evaluation of complex and strategic projects to achieve project outcomes and support the achievement of organisational objectives in alignment with the Communities strategy. The Project Lead will work across multiple functional areas, engaging with relevant subject matter experts and establishing multidisciplinary project teams so that strategic projects are delivered. The Project Lead will be required to complete status reporting, risk management, escalation of issues that cannot be resolved locally and in general, making sure that strategic projects are delivered within budget, on schedule, and within scope.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the team through the following:

- Manage and oversee all aspects of project planning, development and implementation for a range of projects, including developing project plans, coordinating resources, managing budgets, meeting reporting requirements, and supporting project-related activities, to ensure project outcomes are achieved on time, on budget, to quality standards and withing agreed scope.
- Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met.
- Monitor and evaluate all aspects of project implementation, including risk and contingency management, benefits realisation, project impact and quality measures, to identify and address issues, assess project progress and effectiveness and achieve project outcomes.
- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders.
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre.
- Actively engage and participate in the performance management framework and review processes at Uniting.

- Act in a manner which upholds and positively reflects the Uniting Code of Conduct and Ethical Behaviour.
- Contribute to a culture of openness, feedback and productivity.
- Model, communicate and act in ways that are consistent with our values of Bold, Respectful, Imaginative and Compassionate.
- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As a Project Lead, your role specifically will:

- Lead and drive strategic projects across Communities, including developing, implementing and supporting uplift of project management skills across the Directorate.
- Define project scope and implementation plans in consultation with the project team and key stakeholders to ensure objectives are clear and delivered in a timely and structured manner.
- Design and implement effective stakeholder engagement and communications strategies for all project stages
- Monitor and report on project milestones and delivery schedules.
- Identify, negotiate, plan and allocate resources (time, money, equipment, personnel etc.) required to successfully complete projects within budget.
- Lead the development of programs, including the design of a robust project management framework, setting of priorities, monitoring of key project milestones and managing the process from start-up to initial implementation.
- Identify requirements needed in the short to medium term to facilitate both the ongoing development and refinement of the program.
- Provide end to end project management of funding opportunities including grants, tenders and social impact bonds through to successful execution and initiating service implementation
- Manage key stakeholder and service delivery involvement to ensure project outcomes are delivered within agreed timeframes.
- Develop and implement strategies which promote flexibility and timely responses to changing priorities for projects.
- Evaluate outcomes of projects.
- Manage and assist in budget preparation, monitoring and expenditure for new projects
- Prepare reports as required.
- Establish and maintain appropriate accountability and communication structures within each program.
- Ensure relevant policies, procedures and guidelines are formulated, communicated and implemented for the specific programs.
- Ensure key stakeholders receive regular updates.
- Model and demonstrate constructive working relationships and information exchange.

Key Challenges

- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints, availability and interests
- Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected.

ABOUT YOU IN THE ROLE

As a staff member of Uniting, you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Communities
You'll report to: Business Development Hub Manager

Key relationships

Who	Why
Internal*	
Heads of	• Across all portfolios within Communities to; support, escalate issues, keep informed and advise
Business Development Hub Manager	• Keep informed, support, escalate issues, advise and receive instructions
Operations Managers / Leads, Communities	• Advise and collaborate with as required
Enabling Functions [HR, IT, Finance, Risk and Legal, Marketing, Communication, Property]	• Collaborate and consult with each enabling function to ensure all projects delivered are within time and on budget to achieve the best outcome • Utilise the skills and knowledge within each of the enabling teams to mitigate any risk for each project • Actively partner to drive a culture of continuous improvement within teams
External	
Partner organisation	• To work in collaboration so that projects are delivered as per project plans

YOUR KEY CAPABILITIES

Project Management
- Prepare and review project scope and business cases for projects with multiple interdependencies
- Access key subject-matter experts knowledge to inform project plans and directions
- Design and implement effective stakeholder engagement and communications strategies for all project stages
- Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
- Develop effective strategies to remedy variances from project plans and minimise impact
- Manage transitions between project stages and ensure that changes are consistent with organisational goals
- Participate in governance processes such as project steering groups

Think and Solve Problems
- Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience

- Seek contributions and ideas from people with diverse backgrounds and experience

Influence and Negotiate
- Negotiate from an informed and credible position
- Lead and facilitate productive discussions with staff and stakeholders
- Encourage others to talk, share and debate ideas to achieve a consensus
- Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
- Influence others with a fair and considered approach and sound arguments
- Show sensitivity and understanding in resolving conflicts and differences
- Manage challenging relationships with internal and external stakeholders
- Anticipate and minimise conflict

Deliver Results
- Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes
- Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines
- Use business data to evaluate outcomes and inform continuous improvement
- Identify priorities that need to change and ensure the allocation of resources meets new business needs
- Ensure that the financial implications of changed priorities are explicit and budgeted for

Display Resilience and Courage
- Be flexible, show initiative and respond quickly when situations change
- Give frank and honest feedback and advice
- Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately
- Raise and work through challenging issues and seek alternatives
- Remain composed and calm under pressure and in challenging situations

Communicate Effectively
- Tailor communication to diverse audiences
- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

QUALIFICATIONS & EXPERIENCE

Qualifications:

- Tertiary qualification in Project Management, or equivalent and relevant to the field of work.
- Project Management certification (PMBOK, PRINCE2, AGILE or similar).

Experience:

Typically, this role will require five (5) or more years' experience in your field of expertise. You will have

excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- Experience with project management software tools e.g. Microsoft project, JIRA or similar.
- Experience with or knowledge of Not for Profit entities.
- Proven ability to achieve outcomes within agreed timeframes and budgets and under time pressures.
- Comprehensive understanding of the project management life cycle and an ability to track and report against milestones.
- Proven track record in stakeholder management, including an ability to build relationships and strategic partnerships.
- Capability in financial/budget management and KPI reporting.
- Experience and understanding of processes and systems required to develop and support newly established programs.
- Advanced computer skills required for MS Office programs including Word, Excel, PowerPoint and Project.

Employee Name:	Insert employee name	Manager's Name: Title	Insert manager's name Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	