**POSITION DESCRIPTION**

**Project Manager (Integrations)**

# **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, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with clients and around their needs

# **ABOUT THE ROLE**

This role is a hands-on role within the Project Delivery team and is responsible for ensuring that the Project team successfully deliver project and business outcomes.

The Project Manager is focussed on working within Uniting’s Project Management methodology and communication standards, including preparation of status reports, risk management, escalation of issues that cannot be resolved within the team, and, in general, making sure the project is delivered within budget, on schedule, and within scope.

# ROLE OBJECTIVES

You’ll play a valuable role as a member of the Project Delivery Team in:

* Contributing to a stronger and more unified Uniting
* Working towards the defined priorities and outcomes for the Project Delivery team and your specific areas of accountability
* Working with your colleagues to understand and apply the translation of Uniting and Business Stream strategies through your regional and/or local plans, thereby ensuring consistency in service delivery, practice and maximising performance
* Working productively and collaboratively as a positive role model both within your team and with others across Uniting

As the Project Manager your role will:

* Contribute towards the efficiency and effectiveness of the Project Delivery Team
* Ensure the project is delivered on time, within budget and of a high standard/quality
* Ensure the project is made operational effectively and efficiently
* Deliver the project in accordance with the technical and business requirements
* Provide project status reports regularly (weekly) using governance structure and required documentation
* Require flexibility to perform project management and hands on tasks/deliverables as required by the project to support other team members, for example business analysis
* Establish operating rhythm for project reporting and progress (sprint delivery)
* Ensure the project delivers quality solutions and a timely handover
* Engage effectively with your line manager for relevant project activities
* Empower your project team members to ensure they complete their tasks effectively

# **ABOUT YOU IN THE ROLE**

**Your classification:** Non-Award

**Your directorate:** ITSC

**You’ll report to:** HRIS Technology Lead

**Your key relationships:**

IT teams, Business Managers, Other Project Managers, Business Subject Matter Experts, Project Team, Vendors, Change Manager, Service Managers

# **YOUR RESPONSIBILITIES**

**Financial management:**

* Ensure that all activities and operations within the scope of responsibility are performed in accordance with the allocated budget and policy guidelines
* Project delivery within budget
* Any change in scope, agreed to and clearly documented with approvals and auditability

**Operational Processes**

* After consultation, you’ll be willing to undertake additional duties, or assume higher duties when required
* Contribute to the implementation of Uniting policies, processes, systems and platforms (including technology) so as to ensure efficiency of the wider organization
* Maintain awareness of and fulfill responsibilities, authorities and accountabilities as defined by Uniting’s health, safety and wellbeing management system and in adherence to the attached WHS responsibilities by role
* Participate and comply with all quality management systems and processes
* Determine and assess needs for additional staff, contractors and/or consultants and specific technology skill sets and make the appropriate recommendations to the Business Owner throughout the project cycle.
* Provide oversight of both technical and project related quality controls
* Document the project scope, objectives and deliverables that support the business goals
* Develop and maintain full-scale, detailed project plans including schedules, resource plans, and regular reports and the associated communications documents
* Estimate the resources and participants needed, both internal and external, to achieve project goals.
* Take direct responsibility to communicate project expectations with technical team members and other stakeholders in a timely and effective manner.
* Identify and suggest actions to resolve both technical issues and conflicts within the project team.
* Identify and track project dependencies and the project critical path. Plan, schedule and track project timelines and milestones using appropriate tools.
* Develop and deliver progress reports, proposals and oversee essential project documentation as required (e.g., PMO documentation)
* Consolidate the content of status reports from the project team, analyse results, troubleshoot problem areas and advise on necessary corrective actions.
* Document changes in project scope, identify potential crises and devise contingency plans with the Business Owner
* Regularly communicate project success criteria and disseminate them to all involved parties throughout project life cycle.

**Client Management:**

* Ensure that engagement with external parties enhances Uniting’s reputation and growth
* Maintain a high standard of conduct and work performance to promote our reputation with key internal and external stakeholders
* All stakeholders in your area of responsibility are constantly communicated with and remain informed and involved in appropriate aspects and project decisions

**People Management:**

* Act as a constructive member of the Project Delivery team
* Ensure team members work closely and collaboratively
* Standards of professional behavior demonstrate alignment with the Uniting values and are effectively role modeled in all workforce interactions
* Sets the standards, goals and expectations for the team
* Ensures roles within the team are clear and that individuals know what is expected of them
* Regularly reviews team, individual and functional performance against agreed standards
* Recognizes positive performance and contributions of team members
* Contribute to a culture of openness, feedback and productivity
* Contribute to the creation of a cohesive and productive team
* Build and maintain effective team relationships – within own team and across business streams / functions
* Positively model the Code of Conduct and Ethical Behavior for Uniting
* Represent the Uniting culture and values internally and externally, communicating and acting in ways that are consistent with values of Bold, Respectful, Imaginative and Compassionate
* Take care for 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 the attached WHS responsibilities by role

# KEY PERFORMANCE INDICATORS

**Financial management:**

* Projects are delivered within budget

**Operational processes:**

* Needs for additional staff, contractors and/or consultants and specific technology skill sets is determined and assessed and appropriate recommendations to the Business Owner are made throughout the project cycle.
* Demonstrates flexibility to perform hands on project tasks in addition to project management tasks
* Oversight is provided of both technical and project related quality controls
* Documented project scope, objectives and deliverables that support the business goals are in place
* Full-scale, detailed project plans including schedules, resource plans, project budgets and regular reports and the associated communications documents are developed and maintained
* There are accurate estimates of the resources and participants needed, both internal and external, to achieve project goals.
* Direct responsibility is taken to communicate project expectations with technical team members and other stakeholders in a timely and effective manner.
* Identification and suggestion of actions to resolve both technical and issues conflicts is accomplished within the project team.
* Identification and tracking of project dependencies and the project critical path is complete. Planning, scheduling and tracking of project timelines and milestones using appropriate tools is evident.
* Progress reports and proposals are developed and delivered in line with governance documentation requirements, on time to the Program Director
* The content of Status reports from the project team are consolidated, results analysed, troubleshooting of problem areas has taken place with advice on necessary corrective actions.
* Changes in project scope are documented, identification of potential crises has taken place and contingency plans with the Business Owner are devised.
* Regular communication of project success criteria has occurred with dissemination to all involved parties throughout project life cycle.

**Client management:**

* Client feedback indicates their respect for your services (work) provided and a good working relationship
* Effective client relationships are in place and stakeholders indicate high levels of satisfaction with service delivery
* Regular feedback indicating milestone deliverables met is provided to Business Owners.

**People management:**

* Feedback from colleagues and their teams confirms your contribution to an integrated Uniting
* Standards of professional behavior demonstrate alignment with the Uniting values and are effectively role modeled in all workforce interactions
* Standards, goals and expectations for the team are clear
* Ensures roles within the team are clear and that individuals know what is expected of them
* Encourages ownership of outcomes amongst the project team
* Regularly reviews team, individual and functional performance against agreed standards
* Recognises positive performance and contributions of team members.

# THE IMPORTANT DETAILS

**Qualifications:**

* Tertiary qualifications, skills and experience in Project Management and or Computer Science
* Project Management certification (PMBOK, PRINCE2, AGILE or similar standards)
* Experience utilising a project management software tool e.g., Microsoft project and JIRA

**Your experience ticks the following boxes:**

* Integration Project Experience: Proven track record in managing end-to-end integration projects, particularly within HRIS or large-scale systems.
* Project Management: 10+ years in delivery leadership, with expertise in managing project schedules, resources, risks, and reporting for complex, multi-system initiatives.
* Multi-System Coordination: Experience overseeing concurrent changes across multiple systems, ensuring alignment and minimising cross-system risks.
* Stakeholder Management: Skilled in building relationships and managing expectations with stakeholders at all levels, ensuring engagement throughout the project.
* Vendor and Resource Management: Proficient in managing vendors, contractors, consultants, and internal teams, ensuring coordinated delivery and performance.
* Leadership and Influence: Proven ability to lead and influence teams without direct authority, fostering collaboration and driving successful outcomes.
* Technical Acumen: Strong understanding of integration technologies and tools, with familiarity in HRIS systems like Dayforce, API management, and data mapping.
* Problem-Solving and Adaptability: Strong analytical skills to address challenges, with the ability to manage multiple priorities in a fast-paced environment.

**Core Competencies:**

* You operate with personal integrity and a values base that aligns with Uniting’s
* You succeed through excellent communication skills and a high service orientation
* You engage successfully with clients and other team members as required
* You are capable but do not have “something to prove”
* You have strong written and verbal communication skills
* You are an exceptional team player
* You are able to multi-task between project management and hands on tasks
* You have a high level of energy and enthusiasm
* You leverage your experience without always referring to it
* You thrive on successful outcomes and not on processes
* You genuinely care about the organisation

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| **Employee Name:** |  | **Managers Name:**  **Title** |  |
| **Date:** |  | **Date:** | 04/09/2024 |
| **Signature:** |  | **Signature:** |  |

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| ACCOUNTABLE POSITION | WHS ACCOUNTABILITIES  (AS PER WHS ACT 2011) | ACTION DEMONSTRATING ACCOUNTABILITIES |
| WORKERS (EMPLOYEES, AGENCY STAFF, CONTRACTORS, VOLUNTEERS, STUDENTS) | **While at work, all workers (WHS ACT 2011 Sec 28) must:**   * take reasonable care for his or her own health and safety * take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people * comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the * organisation to comply with this Act * co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers | **All workers must:**   * follow Uniting WHS policy and programs to protect the health and safety of people at work and to understand your personal responsibilities for WHS * attend and/or complete safety-related training including induction and emergency preparedness * comply with WHS instructions from your supervisor/manager, training information, safe work procedures and emergency wardens * if performing new or unfamiliar work, seek information, instruction or training and supervision from your supervisor to perform work safely without risking the health, safety and wellbeing of yourself or others * use equipment that has been provided for your health, safety and wellbeing * report all hazards, incidents and injuries to your immediate supervisor * participate in discussions/consultation about changes to workplace/premises or job task/practice * wear clothing, footwear and personal protective equipment (PPE) needed appropriate for the work being done * do not put other people’s health, safety and wellbeing at risk by your action or inaction |