

MELBOURNE WATER POSITION DESCRIPTION

Governance & Performance Lead

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager, Digital Delivery Services	2 (will have flex based on size of portfolio to be supported if required)
THIS ROLE EXISTS TO: (PURPOSE)	
This role is a leadership role accountable for providing portfolio/program/project governance and performance capability that enables effective monitoring and reporting; whilst providing supporting services to programs/projects.	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none">• Manage governance and performance operations including:<ul style="list-style-type: none">◦ Portfolio/project reporting◦ Development and implementation of standards, methods, tools and data◦ Implementation of metrics to track progress of portfolio delivery◦ Financial management◦ Centralisation of learnings• Enable provision of effective program/project governance• Drive capability uplift for Governance & Performance services• Embed agile practices within the governance and performance standards to work with a delivery landscape that is adopting agile• Provision of supporting and enabling services for the portfolio that provide a project up to cross-program view specifically relating to:<ul style="list-style-type: none">◦ Business outcomes◦ Benefits and value delivery◦ Portfolio performance status◦ Financials◦ Resource supply/demand◦ Dependencies◦ Schedules◦ Risks and Issues	

KEY RESPONSIBILITIES	KPIs
Provision of quality assurance services across the portfolio and reporting on progress against key metrics. Management of retrospectives/PIRs to Manager. Development and implementation of customer feedback strategy and to track customer satisfaction of service provided throughout delivery lifecycle. Strong focus on driving consistency and efficiencies across initiatives delivering into in an agile environment.	TBC
Support final assessment of business case feasibility and doability prior to business case approval; and navigate program hot-spots during delivery planning and management.	TBC

Job Level: 17
Assessed by: P&C
Date: August 2018

MELBOURNE WATER POSITION DESCRIPTION

Governance & Performance Lead

KEY RESPONSIBILITIES	KPIs
<p>People Leadership (Direct and Indirect)</p> <ul style="list-style-type: none">• Direct people leader for project co-ordinators• Accountable for people management fundamentals for direct reports;• Ensuring development of a high performing team with appropriate skills and mindset required to achieve excellence in execution• Building a culture of service, delivery and performance within the function	TBC
<p>Stakeholder Management</p> <ul style="list-style-type: none">• Accountable for generating advocacy for portfolio support services function• Able to build productive and trusted relationships across Program Management and broader Melbourne Water, providing advice, insight and challenge as appropriate• Liaise and influence Project teams and MPD PMO as required• Build and maintain strong relationships with external stakeholders	TBC
<p>Thought Leadership and Continuous Improvement</p> <ul style="list-style-type: none">• Identification and embedment of agile practices in program planning, management, governance and methods• Identification of and execution on improvement opportunities to uplift portfolio execution• Contributor to development of the IT Delivery New Ways of Working Roadmap and sponsor of individual improvement initiatives	TBC

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

Job Level: 17
Assessed by: P&C
Date: August 2018

MELBOURNE WATER POSITION DESCRIPTION

Governance & Performance Lead



- 3+ years experience in PMO/Governance roles; 5+ years in project / program delivery role; 3+ years in people management
- Proven history in agile adoption and driving different ways of working
- Proven history in provision of efficient project related services
- Vendor management
- Tertiary qualifications in business or IT related areas

KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

INTERNAL

- Technology Business Partners
- Program/Project Managers
- IT Team members
- Project Business owners and stakeholders

EXTERNAL

- Third party service providers
- External project managers
- Consultants, auditors and industry peers

SALARY RANGE:

- Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience.

OTHER COMMENTS:

Job Level: 17
Assessed by: P&C
Date: August 2018