Uniting

JOB DESCRIPTION

Project Manager

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.

Our Uniting Recovery program is a lead provider for many community service programs across Sydney which support people to lead fulfilling and independent lives through the delivery of services, education and training which are person-centred and recovery focused.

ABOUT THE ROLE

Role Purpose
This role is responsible for the planning, management, coordination and delivery of project activities under the Reforms Program within Uniting against key project metrics. The role will support the Reforms Lead to understand the key changes being introduced through the Aged Care Reforms Roadmap and support the strategic planning for how each of these changes will be implemented across the business, with consideration given to the resourcing, timeline, budget, scope and change management requirements.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Reforms Program in the Customer and Commercial Team, within the Senior Services directorate through the following:

- 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 the Project Manager, your role specifically will:

- Work closely with the Reforms Lead to assess the impact of and translate Aged Care Reforms into business requirements and project streams within the Reforms Program.

- Support the development of relevant planning documents for the overall Reforms Program, factoring in requirements for specific streams.

- Collaborate with the Change Management and IT Streams in developing and maintaining project plans including schedules, milestone plans, resource plans, project budgets, project scope, objectives and deliverables that support the business goals.

- Collaborate with Change Management and IT Streams to lead streams of work within the Reforms Program, in line with approved Project Plans and relevant KPIs and ensure they are delivered in line with business requirements, as well as being operationalised effectively and efficiently.

- Collaborate with and support members of the project team to ensure the delivery of high-quality outputs e.g., Business Analysts, Change Analysts, Solution Architects, SMEs.

- Lead and participate in project implementation activities as required e.g., facilitation of meetings and workshops, development of communications and high-level business processes mapping.

- Maintain and support the improvement of governance for the Reforms Program, including the Program Working Group and Stream Working Groups.

- Provide project status reports regularly using Uniting's governance structure and required documentation practices.

- Support the development of governance reporting to the Steering Committee, Executive and Board as required.

- Identify and escalate where projects are not operating effectively and need more support through additional resources or intervention from senior Program stakeholders.

- Identify and escalate any changes to scope that may or have arisen within the project to ensure it is analysed, documented, and managed Reforms Lead.

- Build and maintain effective team relationships within the Program and across business streams and functions as well as with external partners and vendors.

- Engage with key Uniting stakeholders to gather and address feedback on key Reforms initiatives.

- Communicate project expectations with technical team members and other stakeholders in a timely and effective manner and ensure all stakeholders in your area of responsibility remain informed and involved in appropriate aspects and project decisions.

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: Senior Services
You'll report to: Reforms Lead

YOUR KEY CAPABILITIES

Individual leadership
- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.

- **Owning the job** – Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.

- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.

- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

Business Acumen
- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.

- **Organisational Objectives** – Has broad awareness of Uniting's vision and values and how they apply to issues in the team.

- **Develops and Grows the Business** – Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.

- **Makes Sound Decisions** – Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

QUALIFICATIONS & EXPERIENCE

Qualifications:

- Tertiary/Bachelor qualification in a relevant business field , or equivalent and relevant to the field of work

Experience:

Typically, this role will require five 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.

- 5+ years' experience in Project Management.

- Demonstrated skills in the creation and maintenance of project schedules, project management plans, budgets, and progress reports.

- Proficiency in project management applications.

- Demonstrated experience in coordination and delivery of projects in complex environments.

- Demonstrated ability to manage competing priorities.

- Skilled at navigating a complex organization, forging relationships, and managing through influence rather than direct authority as required.

- Ability to step into ongoing programs or projects and work with team to continue delivery as required.

- Ability to influence others in gaining support for ideas, proposals, projects and solutions.

- Experience in achieving process improvement in conjunction with systems implementation.

- Broad experience in integrating user and technical input and knowledge to achieve business outcomes.

Even better:

- Experience working in the aged care sector.

- Qualifications in project management e.g., PRINCE2, Scrum Master, Agile certifications.

- Experience working in Change Management.

- Qualifications in best practice change management methodologies e.g., PROSCI.

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