MELBOURNE WATER POSITION DESCRIPTION

IT Project Management Team Manager

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Manager, Digital Delivery Services	This role has 10+ direct reports (excluding contractors)

THIS ROLE EXISTS TO: (PURPOSE)

This role is a leadership role accountable for providing IT project management capability that enables effective and efficient delivery of value to our business customers; to ensure successful implementation of IT projects within agreed time, cost and quality and customer requirements.

The position provides people leadership and acts as an escalation point to help resolve problems and maintains documentation related to the IT project management environment, and liaises with internal and external IT project stakeholders. It works with various technical and business stakeholders and has responsibility for team coordination and resource allocation of the IT project managers.

KEY ACCOUNTABILITIES:

- Team leadership and day-to-day management of IT project managers

- Lead the development of a strong team culture with a clear focus on the delivery of planned outcomes and the continual development of the capabilities of the team to build a "centre of excellence" in IT project management.

- Leadership of assigned project team members, including coaching, mentoring and developing a high performing project team as well as coaching and mentoring less experienced project managers.

- Drive capability uplift for program/project management methodologies for people, processes and technology tools for IT project managers.

- Providing in-depth subject matter expertise of project management for IT program/projects.

- Enabling skills and professional development of IT project managers that deliver projects up to program view specifically relating to:

  o Business outcomes, Benefits and value delivery
  o Financials
  o Resource supply/demand
  o Schedules
  o Risks, Issues, Assumptions and Dependencies

- Managing tender, contracts and vendors to ensure they meet their contractual commitments & MW achieves best value.

- Develops procedures and Key Performance Indicator's (KPI's) related to the ongoing project management industry 'best practice' methodology changes to ensure fit-for-purpose use

- Taking care of own and colleagues Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives.

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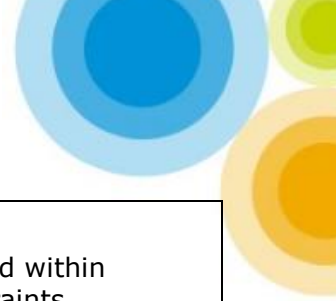| KEY RESPONSIBILITIES	KPIs
Project Management & Delivery • Deliver IT Projects and their intended business benefits & outcomes within agreed time, cost and quality and to the satisfaction of customers. • Identify, plan and manage stakeholders' expectations to achieve a high level of customer satisfaction. • Develop robust project cost estimates using risk based estimation techniques and ensure projects are delivered within approved budgets. • Management and accuracy of project financials, forecasts and reports to provide certainty of financial outcomes. • Develop, update and manage the master project schedule to provide a single integrated view of the major events, deliverables, critical path, dependencies and resources. • Develop appropriate project documentation including project management plans, presentations, status reports, risk analysis, change request documentation.	• Overall Project Customer Satisfaction Scores (MW IT Satisfaction Survey Results • Projects delivered on time and on budget (Programme & Project KPIs) • Project Outcomes delivered as defined in the business case
Team leadership and management • building a high-performing team by holding employees to account for performance, and maintaining an open and honest working environment for employees, fostering collaboration and teamwork • planning, forecasting and CAPEX & OPEX budgeting • organising and resourcing, and, • controlling and problem solving. • Regular staff development planning and review • Promote safety and wellbeing for all employees	• Team Alignment & Engagement scores improve year-on-year. • Forecast & Actual IT Business Systems budget line items are met each financial year. • Safety KPI's are achieved year- on-year.
Tender, Contract & Vendor Management • Manage project tender and contracting processes and develop tender documentation to support delivery of the project. • Oversight & management of the vendor to ensure they meet their contractual commitments & management of variances to contracts to ensure MW achieves best value.	• MW policies and procedures followed

Melbourne Water
Enhancing Life and Liveability

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Delivery and Operation	
• Delivery – ensure the team delivers to its overall and individual project business case constraints.	• Projects are delivered within business case constraints
• Operation – develop and improve internal operations and processes to deliver effectively and efficiently.	• Operational delivery of applications meets and exceeds SLA's and business unit expectations.
• Reporting – deliver project and performance reporting provided to management and governance forums	• Reporting on time and accurate
Skills and Quality	
• Ensure project management processes and practices are aligned with the Major Project Delivery PMO where applicable	• Review and update processes, ensuring fit for purpose, consistent with best practice and in line with legislative requirements
• Coach, empower and mentor the team to lead them to their goals, have a deep interest in their development, work with them to improve their skills and implement development plans to ensure their performance is at the optimal level	• Performance Management - work collaboratively with team to plan, monitor and review teams work objectives and overall contribution to the organization.
• Provide inspiration, vision and direction for the growth and success of the team, set the strategic focus for the team providing short and long term focus and operational principles	• Work collaboratively with the team and promote new ways of working and empowering approaches.
• Make decisions by processing information quickly and assessing alternatives and consider the consequences of which impact a wider range of people.	
• Skills - Develop the skills across the team to thrive in this digital work environment.	
• Quality - Continually look for ways to improve process and provide cost effective technology solutions	

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Proven track record in leading, developing and managing diverse, cross-functional teams.
- Demonstrated high degree of program/project management skills and extensive achievements successfully delivering large, complex digital and information technology projects.
- Proven capacity to contribute to and implement change initiatives, including the capability to plan, manage change, improve performance and uplift project management capability
- Proven engagement, collaboration and negotiation skills with the capability to build, maintain relationships with customers and stakeholders.
- Demonstrated success in developing & tracking detailed master portfolio/program/project schedules using project management tools containing major deliverables and activities, critical path, dependencies and resources.
- Demonstrated experience and success on project implementations with hands on experience and success achieving quality business outcomes.
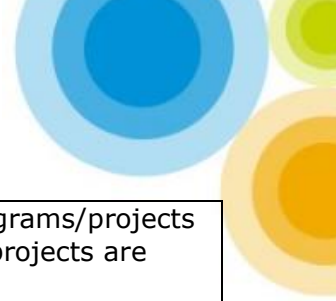
- Demonstrated past performance applying accrual accounting techniques on programs/projects to track, forecast and report on programs/project budgets and costs, ensuring projects are delivered within approved budgets.

- Demonstrated past performance in outsourced environments successfully managing large and complex vendor contracts, including vendor contract negotiations and strong management of vendor performance.

- Demonstrated experience financial and commercial acumen.

- Demonstrated experience in design thinking, adaptive leadership, and collaboration techniques.

- Possess analytical, conceptual and structured thinking.

- Excellent communication skills both written and verbal.

- Demonstrated experience in agile delivery models.

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 and IT Programme Delivery team members
- Project Business owners and stakeholders
- Governance and Performance Manager
- IT Team members
- PMO and Capital program stakeholders
- Finance

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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:

This role requires the following:
- Project Management practitioner certification (e.g. Prince2/PMBOK)

- Project Management competency based qualification / certification (desirable)

- Agile certification (desirable)

- Tertiary qualification in business, technology or management related area.

- Criminal Records Check

Location: 990 La Trobe Street, Docklands and other Melbourne Water and supplier sites as required.