



POSITION DESCRIPTION – General Staff

For levels 6/7 and above

Position Title: Project Manager

Level: 6/7

Faculty/Division: ITS

Department/Location: Program Mgmt Office

Primary purpose of the position:

The Project Manager will undertake activities for specific projects at the direction of the Senior Manager Program Management Office (PMO). These activities include business and technical requirements gathering, creation and maintenance of project documentation, scheduled and ad-hoc reporting, and day to day project management. These activities will at all times include maintaining communication with the Sponsor, Stakeholders and the project team to promote optimal project health.




Position Environment:

The Program Management Office (PMO) is delivering between 50-100 projects annually across the University, including IT infrastructure upgrades, application development, hardware/software deployments, and alterations to working environments.

The major challenge is in delivering the projects in a rapidly evolving environment. The Project Manager role is to successfully deliver agreed outcomes over the whole project lifecycle. This role engages with customers and communities within the University, which incorporates requirements gathering, project document creation and maintenance, project control including risk/issue management, progress reporting, task prioritisation and communication to all project contacts.

Major Accountabilities/Responsibilities:

Responsibilities		Outcome	Percentage of Time	Office Use Only
1.	Liaise with the nominated Sponsors and Stakeholders to identify business and technical requirements, risks and issues during the initiation stage of the project lifecycle.	Creation of initiation documents e.g. Statements of Work, Project schedules.	25%	
2.	Manage allocated projects on a day to day basis in accordance with the PMO's Project Management Framework (PMF), to ensure that project health remains within the agreed tolerances.	Project runs to schedule and budget as published to the University community.	40%	
3.	Work as part of the PMO team, attending all progress review and issue specific meetings and completing individual activities on time as agreed with the team.	Project progress tracking to the Project Schedule as published to the University community.	15%	
4.	Maintain accurate project records pertaining to each project in the portfolio through to final business acceptance.	Accurate, auditable project records reflecting all relevant information pertaining to project activities.	10%	

5.	Build and maintain clear communication channels during and post the project lifecycle towards all project contacts.	Higher level of customer engagement, satisfaction and good will towards the PMO.	10%	
8.	Observe principles and practices of Equal Employment Opportunity.	To ensure fair treatment in the workplace.	Ongoing	
9.	Have OH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/document .	To ensure a safe working environment for self & others.	Ongoing	

Reporting Relationships:

Position Reports to:	Senior Manager, Program Management Office
The position supervises the following positions:	None
Other Key Contacts:	ITS Senior Managers, PMO staff, External Stakeholders

Key Relationships:

Contact/Organisation:

ITS Level 2/3 Teams
ITS and Faculty stakeholders.

Purpose & Frequency of contact

Resource planning, task assignment. Daily
Provide clear visibility of project activities. Weekly.

Key Challenges:

1. Adapting to the culture, priorities and practices within a variety of project activities.
2. Managing projects in an evolving environment.
3. Ensuring adequate engagement with key liaison points to fully identify and manage issues.
4. Maintaining the required documentation.

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Considerable experience in the management of IT projects
- Understanding and awareness of industry standard project management methodologies
- Ability to work independently and as part of a team
- Ability to write and present project business cases, status reports and project closure reports
- Excellent interpersonal skills, including influencing and negotiation skills
- Excellent written and oral communication skills, including the capacity to explain complex technical scenarios to non-technical staff

SELECTION CRITERIA - Education & Experience:

Essential:

- Degree qualifications in relevant discipline, or an equivalent level of work experience and training
- Previous experience in project management, with a background in Information Technology, within a large or complex organisation
- Experience in the use of project management tools such as Microsoft Project
- Demonstrated ability to deliver high customer service, prompt and timely execution of tasks and experience in managing client expectations

Desirable:

- Formal qualifications in Project Management from a recognised training provider
- Demonstrated experience within the Higher Education Sector

Personal Attributes:

- Customer focused, with a clear focus on the "customer experience" for activities in which you are involved
- Positive attitude, able to deal with objections and negotiate a successful outcome
- Team player, able to follow when required and lead when required
- Ability to adapt to changing priorities
- Strong interpersonal and communications skills
- Remain calm under pressure
- Attention to detail

Special Job Requirements:

- Able to work outside of normal business hours where required (rare).

Approval:

Approved by Head of Unit: _____

Date: _____

Approved by Human Resources: _____

Date: _____