

Project Manager (AI Program)

Reports to: Head of AI Capabilities & Solutions

SBS Values, Vision and Purpose

The Project Manager is responsible for undertaking their work in a way that reflects SBS's Charter, Vision and Values and complies with relevant SBS policies, procedures and practices. At SBS, we expect you to be audience obsessed, be bold and brave, embrace difference, participate fully and ensure that we look out for one another. We are all working together to fulfil SBS's purpose and create a more cohesive society.

Role Purpose

The Project Manager role will be responsible for the day-to-day management and delivery of the streams of work within the AI Program at SBS. This will require a demonstrated ability to work and collaborate with business stakeholders, a proactive and hands-on approach to planning and managing the delivery of project outcomes, and an ability to utilise project management competencies to support the development of future roadmaps.

Working in a fast-paced environment with competing operational and project demands, this role will suit a results and delivery-focused individual who knows how to get things done. The right individual will be highly engaging and be able to manage multiple concurrent projects through strong leadership and impressive attention to detail. At SBS, collaboration through strong trusted relationships is key, and this will require an ability to engage, motivate and inspire others through exceptional interpersonal skills and a clear communication style.

Key Responsibilities

Project Governance:

- Develop and maintain standard project documentation and reporting.
- Establish governance frameworks, reporting structures, and decision-making processes.
- Report on project progress and escalations within Steering Committee meetings and Project Review Boards ensuring that project status, key issues and risks, and any relevant escalations are tabled appropriately.
- Actively manage and forecast project expenditure, ensuring that budgetary requirements and constraints are met, and that any anticipated or realised variances are raised and reported on.

Project Delivery:



- Manage multiple projects across a diverse range of technologies and solutions, utilising either Agile or Waterfall methodologies as appropriate.
- Control all facets of Project Management and associated responsibilities – including progress reporting, project and resource planning, budget management, and procurement.
- Support key project resources to meet their deliverables through effective leadership, coaching, and pragmatic problem solving.

Change Management:

- Support and contribute to a comprehensive change management strategy aligned to the rollout roadmap.
- Assist in conducting stakeholder impact assessments, readiness analysis, and organisational risk evaluations.
- Contribute to defining measurable success criteria and KPIs to track adoption and engagement.
- Contribute to design and development of integrated communication, training, and feedback strategies that provide clear messaging, build user capability, and continuously improve effectiveness through stakeholder input.

Stakeholder Management:

- Proactively establish and maintain positive working relationships with key project resources and business stakeholders through partnership, empathy, and collaboration.
- Manage 'upwards and sideways' with key stakeholders outside of the AI Program, as well as senior executives throughout the business, ensuring clear and targeted communication.
- Develop trust through accurate delivery, clear and concise reporting, and reliable guidance.

Qualifications & Skills

- Proven experience as a Project Manager delivering large-scale, enterprise technology projects.
- Demonstrated experience adhering to PMO frameworks and/or tailoring project methodologies.
- Strong project management know-how, using Waterfall, Agile or Agile-like approaches.
- Proven track record of successful project delivery in complex, demanding work environments.
- Experience managing multi-disciplinary teams (e.g. vendors, consultants, operational staff, IT staff, general business staff).
- Excellent organisational skills; ability to work on more than one project at a time with exceptional attention to detail and a high level of quality.
- A history of delivering projects on time, on budget, and meeting customer expectations.
- Exceptional project governance and reporting, being adept at delivering predictability of outcome.
- Ability to work under pressure and willingness to work outside 'normal' working hours, if required.
- Impressive analytical, problem-solving, and critical thinking abilities.
- Strong interpersonal and oral communication skills, able to liaise effectively with staff at all levels and from diverse backgrounds.
- Strong corporate writing skills, and able to prepare compelling and informative presentation material.
- Ability to understand and adapt to colleagues from different cultures.
- Ability to utilise interpersonal skills to positively influence stakeholders.
- Well-developed presentation skills, with the ability to convey confidence and credibility.
- Flexible approach with the ability to work in a busy and dynamic environment.



Key Capability		
Capability	Level	Behaviour
Collaboration	Function	<ul style="list-style-type: none">• Draws all team members into active and enthusiastic participation• Ensures team members work towards common goals• Offers to help others achieve their goals where appropriate• Speaks of team members positively• Makes personal effort to treat all team members fairly• Publicly credits team members who have performed well• Genuinely values team members' input and expertise• Keeps team members informed and up to date regarding work in progress• Sets the example for team qualities, such as respect, helpfulness and co-operation
Customer Focus	Function	<ul style="list-style-type: none">• Ensures function makes attempts to add value to the customer/client• Coaches function to seek ways to enhance customer satisfaction and loyalty• Coaches function to align needs to available products, services &/or solutions• Takes actions that reinforce the customer/client orientation of the team/function• Monitors customer/client complaints• Monitors customer/client satisfaction
Innovation	Function	<ul style="list-style-type: none">• Encourages team/function to generate new and original ideas• Suggests modifications to processes and procedures to improve current performance• Offers original solutions that facilitate the achievement of team/functional goals• Considers new concepts as potential opportunities• Participates in ongoing activities/taskforces to develop creative initiatives• Recognises and rewards creativity and innovation
Organisational Awareness	Function	<ul style="list-style-type: none">• Turns business objectives into commercially focused team goals• Understands the impact of organisational policies &/or procedures on the function• Ensures satisfaction by addressing both business and customer needs• Considers impact of potential risks, and/or opportunities on the team/function• Is aware of market/industry dynamics• Considers the financial implications of decisions regarding the team/function• Uses financial reports to encourage team performance and to inform team decision making
Results Focus	Function	<ul style="list-style-type: none">• Encourages team members to make specific changes in work methods or practices to improve performance



		<ul style="list-style-type: none">• Encourages team members to seek alternative possibilities when faced with obstacles• Ensures team members persevere with responsibilities to ensure project completion• Streamlines processes and procedures to ensure efficient outcomes• Strives to identify and minimise barriers to excellence• Ensures own & team responsibilities are completed within designated timeframes
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Workplace Health & Safety

In relation to Work Health & Safety, you must comply with your safety responsibilities as detailed in relevant Acts, Regulations, Standards, Codes of Practice and the SBS Safety Management System (SMS)

All workers are required to:

- Take reasonable care for own safety and safety of others
- Cooperate with policies and procedures and directions from management with regards to health and safety
- Where hazards are identified, report them to line manager and take corrective action where able
- Report all work related incidents to line manager within 24 hours of occurrence
- Ensure workers, visitors and clients are :
 - made aware of their WH&S responsibilities
 - have received adequate safety induction and other WH&S information, instruction and training to enable them to conduct their work safely
 - follow safe work practices