

Job Description

26 May 26



Project Manager, Language Services Review – Audio & Language Content

Reports to: Head of Planning and Development

Direct reports to this position: Nil

SBS Values, Vision and Purpose

The Project Manager, Language Services Review 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.

Division Purpose – Audio, Languages and Content

SBS is the most linguistically comprehensive public broadcaster in the world. With 60 plus language services, we deliver news, information and entertainment and inspire social cohesion by connecting communities through multilingual conversations, helping everyone feel at home in Australia.

Role Purpose

The Project Manager leads the delivery of the SBS Language Services Review for Audio and Language Content (ALC), managing project governance, stakeholder engagement, consultation, reporting and implementation planning across the organisation.

The Language Services Review is a strategic review undertaken by SBS to ensure its language services continue to reflect Australia's evolving multicultural and multilingual communities. The review considers audience needs, demographic trends, consumption behaviours and strategic priorities to inform SBS's future language service delivery and ensure ongoing reach, relevance and impact.



Sitting within the Planning and Development team, the role works collaboratively with ALC leadership and stakeholders across SBS to coordinate review activities, support strategic decision-making and deliver outcomes aligned with SBS's multilingual, multicultural and audience objectives. The role is responsible for ensuring effective project delivery through strong planning, communication, risk management and cross-functional coordination in a complex organisational environment.

Main Responsibilities

Project Delivery & Coordination

- Lead the end-to-end delivery of the SBS Language Services Review on behalf of Audio and Language Content (ALC), ensuring project activities are delivered within agreed timelines and governance frameworks.
- Develop and maintain project plans, schedules, reporting frameworks and delivery documentation to support successful project execution.
- Coordinate review activities across ALC and broader SBS stakeholder groups, ensuring effective collaboration and alignment across teams.
- Manage project milestones, dependencies, risks and issues, escalating matters where appropriate and supporting mitigation planning.
- Support implementation planning and transition activities arising from review outcomes and recommendations.
- Coordinate project administration activities including meeting coordination, actions tracking, documentation management and status reporting.

Stakeholder Engagement & Consultation

- Coordinate stakeholder engagement and consultation activities across SBS divisions and relevant external stakeholders where required.
- Facilitate workshops, meetings and working groups to support collaboration, information gathering and decision-making.
- Develop and maintain effective working relationships with internal stakeholders across editorial, audience, strategy, technology, operations and corporate teams.
- Support communication activities related to the review, ensuring stakeholders are informed, engaged and appropriately consulted throughout the project lifecycle.

Governance & Reporting

- Prepare project documentation including briefing papers, presentations, governance updates and executive reporting materials.
- Support governance processes including Steering Committees, working groups and project review meetings.
- Monitor project progress against agreed deliverables and provide regular reporting on status, risks, issues and dependencies.
- Ensure project activities align with SBS governance requirements, strategic priorities and organisational objectives.

Strategic & Operational Support

- Support the coordination and consolidation of inputs, insights and recommendations from cross-functional teams and review activities.



- Assist in the development of review findings, recommendations and implementation considerations. Support organisational change and operational planning activities associated with the review outcomes.
- Contribute to continuous improvement of project processes, collaboration practices and stakeholder engagement approaches.

Minimum requirements of the role

- Demonstrated experience managing complex projects, organisational reviews or strategic initiatives within a large or matrixed organisation.
- Strong project management experience including planning, governance, stakeholder engagement, reporting, risk and issue management.
- Demonstrated experience coordinating cross-functional teams and managing competing priorities to deliver outcomes within agreed timelines.
- Strong stakeholder management and communication skills, with the ability to build effective working relationships across diverse teams and seniority levels.
- Experience facilitating workshops, consultations, meetings and collaborative working groups.
- Strong written communication skills, including experience preparing reports, briefing papers, presentations and governance documentation.
- Demonstrated analytical and problem-solving skills, including the ability to synthesise information and support strategic decision-making.
- Strong organisational skills and attention to detail, with the ability to manage multiple streams of work in a fast-paced environment.
- Experience supporting organisational change, consultation or implementation activities within complex environments.
- Demonstrated ability to work collaboratively and adaptively within evolving project and organisational contexts.
- Understanding of SBS Charter, Codes of Practice and editorial standards.
- Experience within media, broadcasting, multicultural, multilingual, First Nations or public sector organisations is highly desirable.

Financial accountability

- N/A - Requirement to deliver project within the determined budget framework.

Key relationships with other roles and external stakeholders

- ALC Leadership Team
- SBS Audio and Language Content teams
- SBS divisions including Strategy, Audience Insights, Research, Technology, Product, Finance, Legal, Communications, Marketing and People & Culture
- SBS Executive stakeholders and governance groups
- Community stakeholders and representative organisations
- External consultants, research partners, and service providers

Key Capability



Capability	Level	Behaviour
Adaptability and flexibility	Operation	<ul style="list-style-type: none">• Adjusts approach to suit team/functional priorities• Does not lose sight of intended team/functional outcomes when circumstances shift• Encourages team to respect different points of view• Assists team members to understand and adapt to change• Manages a degree of ambiguity in the team/function
Communication	Operation	<ul style="list-style-type: none">• Encourages open communication within the team/function• Ensures body language reflects the verbal message• Tailors communication style to send convincing messages• Demonstrates the ability to 'think on feet' in reasonably familiar situations• Deals with difficult or sensitive issues in a diplomatic manner
Customer Focus	Operation	<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
Decision Making	Operation	<ul style="list-style-type: none">• Makes decisions in situations that are well defined, but broad in scope• Makes decisions that impact the team/function• Weighs up alternatives according to their likely impact on the team/function• Identifies the most appropriate action to meet business objectives• Includes all Self behaviours



Planning & Organising	Operation	<ul style="list-style-type: none">• Plans and prioritises team activities and deliverables• Establishes short-term and medium-term plans• Organises resources and activities to meet short-term and medium-term plans• Applies foresight and plans for contingencies• Provides clear instructions regarding team responsibilities and accountabilities• Works to priorities and meets team/functional deadlines
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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