

Job Description

21 October 24



Project Manager (Infrastructure)

Reports to: Head of Project Management Office

Direct reports to this position: N/A

SBS Values, Vision and Purpose

The Project Manager (Infrastructure) 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 – Technology

SBS Technology can be thought of as the 'engine room' of SBS. Our primary role is to enable and support the production, distribution, and transmission of content across television, radio, and online platforms. Our teams achieve this by working collaboratively to design innovative solutions and deliver end-to-end services for our business stakeholders.

Role Purpose

As a member of the Project Management Office (PMO), this role is primarily responsible for the day-to-day management and delivery of projects within the infrastructure portfolio. This will require a demonstrated ability to work and collaborate with technical resources, 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.



Main Responsibilities

Main tasks of the role

- Successfully delivering assigned projects based on business demand, set timeframes, and agreed prioritisation.
- Plan and monitor the project's overall progress; Resolve any issues and instigate corrective action and/or escalation as appropriate (Issues management and analysis)
- Manage concurrent technology projects (primarily infrastructure-related) utilising comprehensive project management skills, tools and experience (e.g., planning and scheduling, task management, budget management and procurement, vendor management, progress reporting, and facilitation of workshops and governance forums).
- Support the development and maintenance of roadmaps, incorporating project sequencing, dependency mapping, and capital expenditure planning.
- Manage dependencies and interfaces between projects, and accommodating priority BAU demands and incidents.
- Partner and vendor management, governance and control over deliverables
- Actively drive and manage project risk assessment and analysis and ensuring successful control and mitigation.
- Coaching and mentoring of Infrastructure engineers and technical SMEs (subject matter experts) to ensure they are on the right path in terms of process and methodologies.
- Develop and implement IT infrastructure projects in alignment with strategic business goals.
- Proactively manage project lifecycles to deliver on time, within budget, and in accordance with our internal methodologies.
- Serve as a primary liaison among various departments, ensuring clear communication and effective issue resolution.
- Monitor technology performance, recommend improvements, and ensure compliance with all relevant regulations and statutory requirements.
- Maintain and update reporting systems to support business planning, governance, budgeting, and forecasting.
- Collaborate closely with internal and external stakeholders to ensure that infrastructure solutions meet business needs and compliance standards.

Minimum requirements of the role

- Demonstrated experience leading and managing concurrent IT infrastructure projects, including detailed planning, scheduling, financial management, and people leadership.
- Advanced project management experience, including roadmap development and dependency mapping.
- Ability to manage various SMEs to deliver on projects.
- Experience working on large-scale transformation projects.
- Vendor and relationship management, including procurement and contract negotiation.
- People leadership experience, with a passion for coaching, mentoring, and developing and fostering a culture on inclusion.
- Strong stakeholder management experience at all levels, including C-suite level.
- Demonstrate strong ability to work with cross functional teams.
- Proven experience in handling vendors, developers, project managers, business analysts and other teams in the organisation to ensure delivery excellence.
- An understanding and alignment with SBS's charter, purpose and values

Key relationships with other roles and external stakeholders

- Technical SME's and interdepartmental delivery resources
- Technology SLT (Senior Leadership Team) members
- Technology related 3rd party vendors and partners
- Wider business teams as required



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
Coaching (People Leader Capability)	Function	<ul style="list-style-type: none"> • Consistently identifies opportunities for coaching • Knows when and how to use coaching methodologies • Acknowledges individual differences and leverages strengths • Establishes the agenda of the coachee before one's own • Considers how the staff they are coaching (the 'coachee') can raise self-awareness • Facilitates the coachee to explore options and take ownership • Reads verbal and non-verbal cues to gain commitment to action • Sets the example for ethical behaviours in all coaching interactions
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



		<ul style="list-style-type: none">• 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• 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

Workplace Health & Safety

- Effectively promote and manage the work health and safety arrangements for the team as prescribed by the Health & Safety Management Arrangements.
 - Work Health & Safety Act (Cth) 2011
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 - WHS Hazardous Manual Tasks Code of Practice 2018
 - Work Health and Safety (How to Manage Work Health and Safety Risks) Code of Practice 2018
- Ensure employees 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
- Ensure the physical and psychological safety of the workplace under your control by:
 - ensuring regular workplace inspections are scheduled and conducted, involve the relevant HSR and recommendations made are actioned in a timely manner
 - ensuring compliance with the relevant standards and legislation in relation to purchase and provision of accommodation, furniture and equipment
 - identifying changes in the workplace/processes that may affect safety and ensuring that any associated risks are identified, assessed and controlled
 - verifying the effectiveness of control measures at appropriate intervals including monitoring compliance with safe operating procedures, site induction requirements and Permits to Work; and
- Ensure all WH&S reporting is accurately completed and submitted within specified timeframes and any follow up actions are completed
- Support/implement early intervention strategies and return to work programs.