

# Projects & Implementation Lead

## Position

This position is within Community Services. It is part of the Ageing & Disability or Child & Family team/s.

- This position reports to the Director, Operations
- Reporting line may vary depending on location and service size
- This position does not have any direct reports  This position may have direct reports, positions vary
- This position has the following direct reports:

This position is designated Band 6 under the *Schedule of Authorities and Delegations*

- This position is a budget holder  This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position may require a working with children related clearance (when role designated Child & Family)

## Purpose

The purpose of this position is to manage system, process and other related projects from end to end across the areas as well as monitor quality of implementation, with a focus on enhancing staff's ability to embrace and implement change and improvements

## Focus

**To achieve this purpose, the position holder would typically:**

- Project manage organisational change/improvement initiatives across the area
- Project manage the implementation of new initiatives, systems, processes
- Project management of change and organisational initiatives in the area
- Support the Director in developing business cases for new initiatives, in line with strategic priorities
- Work closely with managers and Director to assist with scoping, project planning, project implementation and project reporting on new and existing programs in the area.
- Ensure all project reporting is accurate and submitted within specified timeframes
- Work and liaise effectively with a broad range of internal and external stakeholders –including TBS head office functions (e.g. IT, Finance, Facilities, HR) and service partners.
- Write project performance briefings for the Director
- Constructively participate in meetings, supervision and performance reviews as required.
- Complete any other task within the scope of the role / function as directed by Director Operations.

## Outcome

**When things are going well we would expect to see these outcomes:**

- Excellence and consistency in implementation of projects
- Recognition internally as having supported the business and people to accept change and embrace improvements

## Relationships

**We work collaboratively with others, however this position works close closely with:**

Within The Benevolent Society:

- Head Office functions
- Managers
- Projects & Implementation Leads

Outside The Benevolent Society:

- A range of external stakeholders
- Community Partners and Service Providers
- Regulatory agencies

**Individual**

**To achieve the position purpose and outcomes the position holder will need to have:**

- Degree qualified in project management, or certification working within a recognised project management methodology
- Demonstrated experience in project management and implementation
- Understanding of and commitment to business excellence
- Ability to drive new initiatives and to innovate
- Strong leadership presence to set standards and build collaboration
- Strong project skills including troubleshooting, managing multiple deadlines, conflict resolution, performance management
- Good IT skills including Microsoft Word, Excel and PowerPoint

**Travel**

**This position may require some flexibility in terms of travel or hours of work:**

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

**Context**

**Those with knowledge of this position say the things that might make your day are:**

- Ensuring consistency and success in providing high quality services to the community
- Ensuring all projects are delivered on time and within budget
- Working as part of a high performance team to ensure great outcomes for the people and communities we serve

**Those with knowledge of this position say some key challenges you might experience are:**

- Inconsistency across the service portfolio, in operating models, capability and expectation
- Change fatigue
- Development of new tools and processes
- Being at the forefront of new service models and design

**Approvals**

<b>Approver</b>	Director, Human Resources	<b>Date:</b> 26 September 2016	<b>Position Code:</b> COM008
<b>Review history</b>	V1.0 Release		
<b>Advertising</b>	Senior project officer		

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.