

Job title: Project Management Specialist	
Classification: Band 7	Effective Date: 23 January 2024
Reports to: Coordinator Continuous Improvement (<i>temporary until June 2024</i>)	Tenure: Temporary until 30 June 2026

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive, and respectful workplace that values the contribution of all. Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures, and training to achieve these commitments.

Goal Statement

The position is responsible for administration of the organisational project management framework (PMF) and system (pmo365).

Key Responsibilities

Position Specific Responsibilities

- Manage the organisation wide endorsed PMF and associated processes for use/application across the organisation.
- Manage and administer the pmo365 system to ensure that projects are managed in a corporate system.
- Lead close collaboration within the organisation to:
 - Gather information to better understand issues, problems, and opportunities to improve organisational project management capability.
 - Establish and embed standardised project management processes that are scalable according to project size and complexity.
 - Foster the use of data in decision making within project and program management.
 - Work with stakeholders from across the organisation to identify opportunities and initiate action on uptake and improvement of the PMF, pmo365 and associated processes.
 - Influence others to gain their commitment to the project management framework and associated processes.
 - Ensure uplift in project management and project delivery to achieve the target outcomes.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil.

Staff responsibility: Nil.

Judgement and Decision Making

- Make decisions based on an understanding and knowledge of Council's goals and objectives.
- Assess requests for support and carry out appropriate actions to complete tasks efficiently and to the required standard where guidance information within the organisation might not be available.
- Investigate and solve problems including selecting most appropriate response and know when to transfer responsibility.
- Accountable for the quality, quantity and timeliness of their own work.

Specialist Knowledge and Skills

Qualifications/Certificates/Licences and Experience

- Understanding and experience in the application of a project management framework, methodology or system.
- Experience in administering an organisational process or system with the ability to translate a process into an efficient and easy to follow digital workflow.
- Experience in collaboratively implementing new systems and processes within an organisation.
- Familiarity with project management approaches, tools, and phases of the project lifecycle.
- Working with Children Check.

Technology

- High level of digital and technology literacy and experience.
- Must have experience in using O365 and SharePoint.
- Experience with Power Apps or Power Automate.
- Must have the ability to adapt quickly to and embrace new technology.
- Must be proficient in using Promapp and Visio.

Interpersonal Skills

- Excellent written, verbal communication and presentation skills.
- Possesses strong communication skills and a commitment to training users for seamless system utilisation and enhanced project outcomes.
- Gain the trust of others in a collaborative way when initiating change by being honest, openly exchanging ideas, and sharing rationale for change.
- Ability to gain cooperation and assistance from contractors, consultants, and Council staff, including excellent conflict resolution skills.
- Ability to handle varying workloads while operating effectively.
- Ability to work independently and within a team environment.

- The ability to collaboratively solve problems with proactive management of risks and issues with various Project and Process Managers across the organisation
- Anticipates, identifies and addresses risks and issues with practical solutions.
- Demonstrated ability to effectively prioritise daily tasks, ensuring streamlined project workflows and optimal utilisation of resources.

Key Relationships:

- The incumbent liaises with staff at all levels within the organisation including the Executive Leadership Team, Department Managers, and other employees.
- The position is required to maintain a professional relationship with Government departments and agencies, MAV, other Municipalities, service providers, staff associations, suppliers.
- Where required liaise and communicate with external stakeholders, including with various systems vendors.

Management Skills

- A relationship builder who strives to develop and maintain positive relationships within a political environment.
- A strong conceptual and strategic thinker with excellent problem solving and decision-making abilities.
- A demonstrated ability to consider multiple perspectives and consider complex information within a multifaceted and complex changing environment.
- Ability to make professional judgements and decisions critical to the delivery of targeted outcomes.

Key Selection Criteria

1. In-depth understanding and demonstrated experience in the application of a project management framework, methodology or system.
2. Demonstrated written and oral communication skills to facilitate the provision of advice and support at all levels of the organisation.
3. The ability to collaborate, build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels.
4. Experience in administering an organisational process or system with the ability to translate a process into an efficient and easy to follow digital workflow.
5. The ability to collaboratively solve problems with proactive management of risks and issues.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	NIL		
Hand/Arm Movement Tasks involve use of hand/arms	NIL		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	NIL		
Standing Tasks involve standing in an upright position	NIL		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	NIL		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	NIL		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	NIL		
Keyboard Duties Tasks involve sitting at workstation and using computer.	No	Daily keyboard duties	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	NIL		