

Position Description



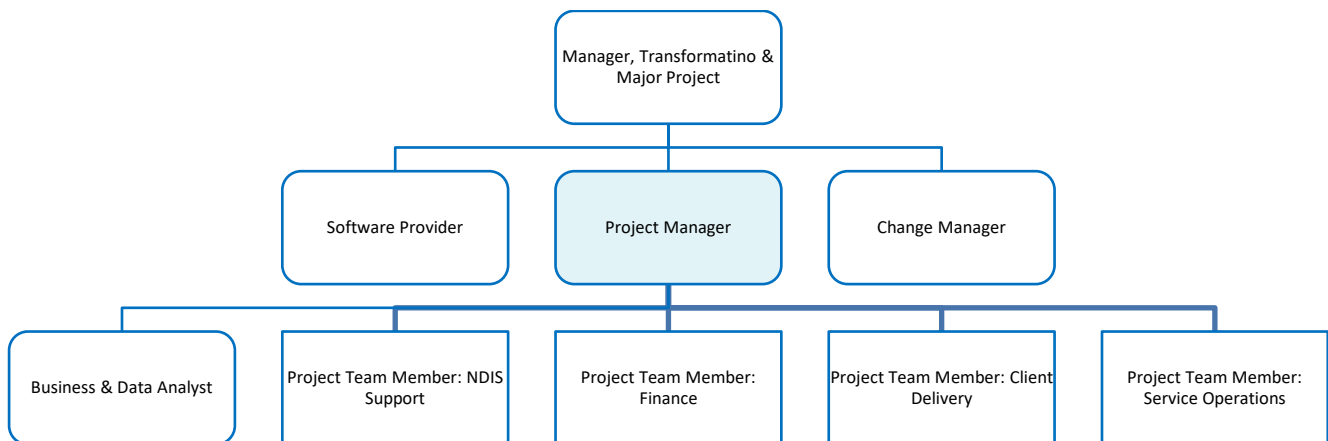
Project Manager (Client Information System)

Tenure/Status:	Fixed Term, Full-time	Location:	Various
Classification:	Salary	Probation Period:	6 months
Reporting to:	Manager, Transformation & Major Projects	Other:	

Position Purpose

The Project Manager is responsible for partnering with a software integrator to lead the implementation of a new Client Information System across central operations and 11 different service centres in Queensland, ACT and South Australia. Leveraging the software partner’s Waterfall project methodology, the project manager will provide detailed project plans, support project governance, and lead a small team to design, build, and implement client information workflows using the Lumary Solution (based on the Salesforce platform).

Reporting Relationships



Key Stakeholders

- Software providers Lumary
- Change Manager
- ICT Manager (Business Systems Manager)
- Executive Leadership Team
- Governance Committee
- Project Team Members
- Senior Leadership Team
- Centre Managers

Responsibilities

Area	Responsibilities
Positive child and family experience	<ul style="list-style-type: none"> ● Ensure child and family experience are significantly enhanced through the implementation of the CIS project ● Protect child and family data ● Establish a strong project team culture of respectful engagement with family and child stories
Project Planning & Work Management	<ul style="list-style-type: none"> ● Establish a fit-for-purpose work breakdown structure for the CIS project through collaboration with the software integrator and project team ● Build, monitor and manage an active project plan that aligns with the project methodology and key project milestones/timeline (including change management milestones) ● Provide timely and accurate progress reporting on key milestones ● Ensure business analysis and process mapping tasks are completed in a timely manner to enable value-added system configuration
Project Governance, Reporting and Benefits	<ul style="list-style-type: none"> ● Report on key project performance indicators (value, cost, schedule, risk, quality). ● Identify and manage project issues and risks (and controls) in a timely manner, escalating when appropriate to project steering committee/executive leaders ● Lead the development of the project benefit register and report against delivery ● Use appropriate verification techniques to manage changes in project parameters including scope, schedule, and costs ● Highlight project success and support cross team collaboration to problem solve difficult design items
Solution Oversight	<ul style="list-style-type: none"> ● Lead the project team through the design and build phase to ensure that the CIS solution leverages best practice processes and a regulatory-compliant solution ● Monitor and manage configuration and customisation to ensure that the end-state solution is easily upgradeable and can be integrated with other digital building blocks (e.g. Xero) ● Ensure compliance with strong data governance, privacy and cyber security principles
Team Collaboration	<ul style="list-style-type: none"> ● Ensure strong, collaborative relationships with the software provider/integrator and the project team ● Seek guidance and support from the executive and senior leadership teams to ensure timely business input and decision making

Organisational responsibilities

- Role model AEIOU values and demonstrate excellence in professional practice and ethical behaviour
- Comply with AEIOU policies and procedures, including:
 - Workplace, Health and Safety directives and practices
 - Employee Code of Conduct – ensuring that conduct reflects our commitment to a workplace that is free from harassment and inclusive.
- Use AEIOU resources and equipment efficiently, economically, and honestly

Selection Criteria

Preferred qualification(s):

- Bachelor of Business or similar tertiary qualification (mandatory)
- Project Management accreditation

Essential licence(s):

- Positive Working with Children Check
- Open QLD driver's licence
- QLD: Ability to obtain Positive Blue Card
- SA: Working with Children Check

Job Knowledge / Ability

- Minimum 5 years' experience managing ICT projects in a multi-location organisation.
- Full life-cycle experience (including design, development, testing, transition to operations) in the delivery of ICT infrastructure and/or business systems projects.
- Demonstrated knowledge and experience with digital transformation project management methodologies and techniques (including Agile, Waterfall or Hybrid project methodologies)
- Demonstrated strong verbal and written communication skills, with an ability to express complex technical concepts in technical and business terms
- Demonstrated experience preparing and producing high-quality written content including plans, reports, estimates, and presentations.
- Experience to build and maintain positive relationships with internal and external stakeholders
- Ability to develop and apply principles, rationale, and mediation to resolve conflicting stakeholder priorities.
- Knowledge of client information/relationship management systems (preferably Salesforce, Lumary)
- Advanced digital practice capability
- Knowledge of NDIS client and funding landscape

Competencies (examples)

Communication	Well-developed interpersonal, oral and written communication skills including documentation of work and preparation of reports; all communication is completed in a professional and polite manner
Teamwork	Promote cooperation and commitment within the team to achieve goals and deliverables.
Planning and organising	Plan, anticipate and organise work in support of achieving priorities; prepare for events ensuring resources are available and adapt to potential changes to facilitate outcomes
Initiative	Exemplify personal drive and integrity – take personal responsibility for meeting objectives, showing initiative, and committing energy to see that goals are achieved
Time Management	Adopt an efficient, effective and systematic approach to daily workload management

