



# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Technology Project Manager	
<b>Classification:</b> SEO (Senior Executive Officer)	<b>Effective Date:</b> February 2025
<b>Reports to:</b> Technology Transformation Program Manager	<b>Tenure:</b> Temporary until 30 June 2027

### 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.



**Excellent Customer Experience and Service Delivery**



**Great Organisational Culture**



**Innovation and Continuous Improvement**



**Good Governance and Integrity**



**Long Term Financial Sustainability**

### 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.

City of 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

This position is responsible for the delivery of organisational change through technology projects which require cross-organisational collaboration with vendor partners to achieve customer experience improvements.

## Key Responsibilities

### *Position Specific Responsibilities*

Management and execution of all project aspects. This includes project resource management across matrix project teams and coordination of technical efforts of project team members to achieve agreed requirements.

Engage collaboratively with stakeholders to guide and understand business needs and objectives.

Work collaboratively with key senior stakeholders to prioritise the allocation of internal resourcing to deliver the project and meet business objectives.

Lead and direct project team members in a collaborative, well organised and scheduled manner with emotional intelligence.

Establish vendor relationships and lead the procurement process.

Schedule and lead project meetings and demonstrate high standards of stakeholder engagement.

Value and develop project management expertise within a culture of effective communication and customer service excellence.

Ensure projects are delivered in accordance with the agreed business outcomes and budget envelope. Assess and evaluate the success of project activities.

Prioritise the delivery of an endorsed program of work ensuring operational engagement, transition planning and organisational change management while meeting agreed time and resource commitments.

Prepare, manage, and present risk registers, schedules, budgets and reports to managers and stakeholders. Escalate risks to leadership early and often.

Prepare project communications updates as required to various levels of internal stakeholders. This includes providing regular project dashboards, reports, and briefings to stakeholders.

Foster good governance by adhering to and administering appropriate policy processes and operational standards to ensure risks are mitigated and project delivery efficiencies are supported.

Guide senior management in understanding the direction and outcomes delivered by the project.

### *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

- The incumbent is required to exercise independent judgement and adaptability in evaluating how to achieve objectives.
- The position also requires decision making based on an understanding and knowledge of Council's goals and objectives.

## Specialist Knowledge and Skills

### Qualifications and Experience

- Relevant tertiary qualification in Information Technology, Project Management or similar.
- Demonstrated experience in successfully delivering technology projects in a complex multiple service line organisation
- This is a technically skilled position, which involves the management of designated projects involving significant analysis, problem solving and decision making.
- The position requires an independent worker with some technology skills who can work unsupervised, take control, and show initiative in new and unexpected situations.
- Ability to work across multiple disciplines within a business, understand their needs and find solutions to meet needs.
- Demonstrated experience on small to medium, technology and transformation projects/programs.
- Demonstrated ability in managing external vendors and working with the procurement frameworks.
- Demonstrated experience managing vendors (through formal contracts) to deliver technology outcomes in a collaborative manner.
- Demonstrated understanding of the long-term goals of the wider organisation, the legal, socio-economic, and political context in which it operates.

- Sound knowledge of budgeting and relevant accounting and financial procedure.
- Demonstrated ability to work both independently and as a member/leader of a team, often working to strict deadlines with competing priorities.
- Working with Children Check.

### **Interpersonal Skills**

- The ability to build and maintain effective relationships including demonstrated experience and skills in liaison, negotiation and problem solving with staff at all levels.
- Makes a strong personal impression and influences others with a fair and considered approach.
- Demonstrated ability to negotiate with and influence stakeholders to achieve outcomes in a complex political environment.
- Provide high quality customer service to stakeholders in a friendly, positive, and confident manner
- Elevated level written and verbal communication skills.
- Strong customer service focus on service delivery with a consultative and collaborative approach.
- Ability to gain co-operation as well as demonstrated ability to negotiate successful outcomes with external contractors and stakeholders.
- Ability to deal with ambiguity, including being adaptable with their working style and dealing with changing situations.
- Personal resilience and adaptability with perseverance through challenges with flexible approach and willingness to change.

### **Key Relationships:**

- The incumbent liaises with staff at all levels within the organisation including, Executive, Managers, People Leaders, and employees.
- The position will be responsible for relationships with vendor/suppliers.
- This position will work in a cross-organisational project teams with change management, organisational technology, and functional SMEs (Subject Matter Expertise). Therefore, is required to develop and maintain trusted relationships.
- The position is required to maintain a professional relationship with Government departments and agencies, MAV (Municipal Association of Victoria), other Municipalities, service providers, staff associations and suppliers.

### **Management Skills**

- Demonstrated experience in contract management and project administration is essential.
- Experience leading teams to deliver work plans to achieve strategic objectives.

- Advanced skills in managing time, setting priorities, planning, and organising work to achieve specific objectives efficiently within the resources available and within a set timetable.
- Possess the judgement and decision-making skills necessary to achieve project objectives.
- Ability to make professional judgements and decisions critical to the delivery of collaborative project outcomes.
- Demonstrated ability to take on accountability for complex work and to work autonomously.
- Highly developed people management skills with the ability to focus effort on customer experience outcomes.

### Key Selection Criteria

1. Relevant tertiary qualification in Information Technology, Project Management or similar.
2. Demonstrated experience, preferably as an IT (Information Technology) Project Manager, leading and delivering information technology projects, understanding technology project impacts and in the development of achievable project plans.
3. Demonstrated ability to work across multiple disciplines within a business to understand their business needs and align these with outcomes of technology projects.
4. Excellent organisation and time management combined with exemplary written and oral communication skills.
5. Demonstrated experience managing vendors (through formal contracts) to deliver technology outcomes in a collaborative manner.
6. Demonstrated personal resilience and adaptability where perseverance through challenges with flexible approach and willingness to change

## Physical Requirements

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