

# POSITION DESCRIPTION

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| POSITION TITLE | Program Manager |
| DIRECTORATE - SECTION | Development Services – City Transformation |
| LEVEL  | Negotiated Contract |
| RESPONSIBLE TO | Director Development Services |

## OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

## OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

## OUR VALUES

SERVICE Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.

PROFESSIONALISM Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.

QUALITY Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

### ORGANISATIONAL STRUCTURE & FUNCTIONS

### THE OVERALL OBJECTIVE OF THIS POSITION

The overall objective of this position is to ensure the effective governance, resource allocation, and budget management of the Council’s programs. This role is crucial in planning and delivering the program roadmap, ensuring it aligns with strategic goals, is delivered on time, within budget, and achieves the desired benefits.

The position involves identifying and mitigating risks, reporting progress to senior management and steering groups, and implementing best practices for the Project Management Office (PMO).

Additionally, it includes developing and rolling out the Project Management Framework (PMF), leading program governance, and maintaining effective communication with stakeholders. The role also oversees the entire project lifecycle, from initiation to closure, including procurement, contract negotiation, vendor management, and tender processes. It ensures compliance with standards, fosters a collaborative and motivated work environment, and drives change management practices to ensure successful program outcomes and integration across the City.

### KEY RESULT AREAS

##### Program Management

* Oversee program governance, resource allocation, and budget management, including forecasting expenditures and making cost-effective decisions.
* Lead the planning and delivery of the program roadmap, ensuring strategic alignment, timely delivery, adherence to budget, and realisation of benefits.
* Identify, assess, and mitigate risks and issues to ensure program success.
* Report on program progress and performance to senior management and steering groups.
* Implement best practices for the creation and operation of a Project Management Office (PMO).
* Develop and roll out the Project Management Framework (PMF).
* Design and implement effective program governance, lead regular control, steering committee, and working group meetings, update stakeholders, and promptly address any program-related issues or risks.
* Prepare and present reports with recommendations to various Committees, Executive Management Team (EMT), Council, Audit Risk Committee, and other meetings as required.
* Oversee the entire project lifecycle from initiation to closure, including procurement, contract negotiation, vendor management, and tender processes.
* Determine program resourcing requirements, budgets, and project allocations.
* Ensure key performance indicators and benefits related to business cases are met or exceeded.
* Ensure projects within the program are delivered on time, within budget, and within scope, with benefits realised.
* Collaborate closely with sponsors, advocates, vendors, and other stakeholders to define scope, deliverables, schedules, resource requirements, benefits, and budgets, ensuring strategic alignment of projects.

**Leadership**

* Responsible for the effective management and leadership of project teams, including multiple consultants.
* Responsible for compliance with standards and processes and facilitates education and awareness where appropriate as they relate to project management procurement and contracting.
* Understands the needs and interests of internal and external stakeholders, negotiating, influencing and working collaboratively to achieve positive, agreed outcomes.
* Establishes networks and facilitates cooperation and partnership critical to the success of the project.
* Promotes a work environment that empowers, motivates and develops a highly skilled team capable of delivery key outcomes for local government.

**Change Agent**

* Collaborate with the senior leadership team, project teams, and the change manager to develop and implement change management and communication strategies that facilitate a smooth transition for people during program implementation.
* Apply change management practices to ensure the City accepts and integrates program outcomes.
* Define, measure, track, and realise program benefits.
* Advocate for the City-wide roll-out of the Project Management Framework.
* Drive change effectively and act as a change agent to ensure the adoption of frameworks, plans, and strategies.

##### WORKPLACE HEALTH AND SAFETY

* As an officer of a PCBU (Person Conducting a Business or Undertaking), you must exercise due diligence to ensure the City complies with its health and safety duties.
* Due diligence includes keeping up to date knowledge on WHS matters, understanding the nature and operations of the work and any associated hazards.
* Ensure the City has and uses appropriate resources and processes to eliminate or minimise risks including both physical and psychological.
* Ensure the City has appropriate processes for work-related incidents, hazards and risks and to respond in a timely manner.
* Complies with the duties and obligations in reporting notifiable incidents, consulting with workers and complying with lawful instructions.

##### WORKPLACE COMPETENCY

Uphold the City’s values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

### TRAINING/QUALIFICATION(S)

* Qualifications in a relevant business, management, or related discipline

### SELECTION CRITERIA

1. Proven experience in leadership roles including mentoring, coaching and inspiring teams to achieve positive outcomes.
2. Experience as a Program Manager successfully leading multi-year transformation programs.
3. Strong stakeholder engagement, contract management and vendor management experience.
4. Demonstrated experience developing project management frameworks and operating a PMO

### PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

* Ability to use computers to read, analyse and produce written materials
* Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing
* Able to sit for extended periods of time
* Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

### DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

### DRIVERS LICENCE

1. Possession of a current ‘C-A’ (Automatic) or ‘C’ (Manual) class driver’s licence allowing the holder to drive legally in Western Australia.

### AGILITY

This position description reflects the City’s requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

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| REVIEWED BY: People Services  |
| DATE PD REVIEWED/APPROVED: 19 September 2024 |