**PROJECT MANAGER
POSITION DESCRIPTION**

Position Title:	Project Manager	**Position Number:**		**Faculty/Division:** Services & Resources
Classification:	HE09	**No. Direct Reports & Highest Classified Position:** N/A		**School/Branch:** Technology Services
FTE: 1	**Reports to:** Associate Director, Infrastructure Services	**Fixed** ☒	**Continuing** ☐	**Discipline/Unit:** Infrastructure Services

Position Summary:	The Technology Services branch is a part of the University's Division of Services and Resources, which provides enabling services and resource capabilities to support the University's teaching and research objectives and activities. Technology Services is service oriented and customer focussed, providing services and support to the University of Adelaide community of over 25,000 students and 3500 staff members. Technology Services has four major teams including Application Services, Client Services, Infrastructure Services, and a Project Management Office.
	Infrastructure Services is responsible for the management of Storage services, management of both Microsoft Windows Server & Red Hat Enterprise Linux Server solutions, including all supporting infrastructure lifecycle support for the University. Network Services is responsible for providing IT infrastructure services comprising Data and Voice network infrastructure and network and host security services.
	This position is multi-faceted, delivering projects of significant size, complexity, and budgets across a variety of technology domains. The Project Manager has an end to end responsibility for the project lifecycle, ensuring adherence to the Universities methodologies and governance requirements, managing a broad spectrum of key stakeholders, and leading the project team.
	The Project Manager has a pivotal role in ensuring a high level of customer service, and quality outcomes by applying best practice quality assurance methods throughout the project lifecycle.

Position Characteristics:	**Scope**	Working under broad direction, the Project Manager is responsible for the delivery of one or more projects which are of varying size, complexity and risk, within the various constraints of the projects.
		The Project Manager is primarily responsible for the delivery against project objectives within the individual constraints of the project. The Project Manager is responsible for acquisition and coordination of all resources required to deliver the final outcomes.
	Significant internal/external relationships	▪ Associate Director, Infrastructure Services
		▪ Project Executive
		▪ Technology Services Managers
		▪ Enterprise Architects
		▪ Key University stakeholders and business partners
		▪ University Staff and Student representatives
		▪ External vendors, customers, peers and the public as required

	Special conditions		▪ As required, attend meetings and work outside of standard hours as required.
			▪ Primary place of employment is North Terrace campus but may be required to work at all University campuses and facilities (including hospitals) where University staff and students reside
			▪ Reasonable workplace adjustments will be made for people with a disability.
	Delegations		Nil
Key Responsibilities and Outcomes	1	Project Management and Delivery of designated projects.	▪ Lead the delivery and management of designated projects on behalf of Infrastructure Services, relevant stakeholders and project boards having established clear, agreed goals and success criteria.
			▪ Take responsibility for executing end to end all aspects of assigned projects within the prescribed framework, producing the required deliverables from scoping, analysis and business case development though to configuration, prototyping, training, change management, hand-over to operations and skills transfer.
			▪ Utilise an ability to assess, select and tailor delivery methods according to a projects needs and circumstances, take ownership of all aspects of project planning including, schedules, resource allocation, budget management, procurement, risk management and issue management using industry benchmark techniques.
			▪ Liaise with Infrastructure Services Managers for resource allocation & project support requests
			▪ In conjunction with key stakeholders, business representatives and other appropriate change management leads, ensure effective business change management of all designated projects.
			▪ In conjunction with key stakeholders, ensure adequate test coverage to meet project objectives, including acting as Test Manager and applying test management methodology as required.
			▪ Produce project reports for management, project governance groups and other stakeholders as required, including resource forecasts and utilisation. Ensure any inter-dependencies are agreed, managed and delivered between the projects, external vendors and the business units including clearing technical obstacles, resolving resource contention and scope clarifications.
			▪ Ensure project governance and compliance processes are adhered to.
			▪ Produce timely reporting, accurate forecasting, and resource planning as required by key stakeholders.
			▪ Escalate to the Project Executive and/or Project Board as necessary.

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	2	Effective Project Assurance.	▪ Undertake project health checks and project assurance on designated projects.
			▪ Apply quality assurance through the use of best practices and compliance with the University's Project Management Methodology framework, ensuring tools and templates are applied and used effectively on all projects.
			▪ Take ownership for ensuring stage gate compliance in a timely manner, in accordance with the University's Project Management Methodology framework.
	3	Leadership.	▪ Provide effective leadership for team members and project stakeholders.
			▪ Ensure effective people management of team members to ensure that the team delivers a successful project efficiently and effectively.
			▪ Demonstrate a servant leadership style in prioritising organisational and project goals above personal ambition.
			▪ Provide mentoring and guidance to team members as required.
			▪ Assist and provide mentoring and guidance to junior Project Managers as required.
	4	Relationship Management.	▪ Build and maintain strong relationships with internal and external stakeholders, project stakeholders and identify areas for improvement.
			▪ Develop professional working relationships with University stakeholders, contributing positively to the team environment
			▪ Establish strong and effective networks to support the goals of Infrastructure Services.
			▪ Ensure stakeholders are informed of progress and issues and provide advice to stakeholders on problems.
			▪ Communicate customer needs and customer standards to ensure that all team members and project managers achieve a deep understanding of their customers.
	5	Contribute to and support of Infrastructure Services.	▪ Ensure compliance with the IT project management methodology adhering to the University's methodology framework.
			▪ Contribute to strategic and operational planning of the Infrastructure Services team.
			▪ Contribute to the development, maintenance and enhancement of the IT project management methodologies and processes tools.

Criteria	**Capabilities and Behaviours**	Strategic Thinking	- Anticipates situations in the longer term (3-5 years) and acts to create strategic opportunities and address underlying problems. - Establishes and maintains business relationships with key stakeholders (government, business and educational partners) to further the interest of the University. - Makes sound strategic decisions on the investment of time and money to maximize return on investment for the University. - Understands underlying problems, opportunities or political affecting the University.
		Achievement Drive	- Sets challenging and realistic goals and clear measures of success for themselves and their teams. - Identifies and handles impediments to achieving outcomes. - Demonstrates personal energy, and enthusiasm for programs and projects.
		Business Acumen	- Gathers information from diverse sources to make informed business decisions. - Understands and utilises accepted financial planning models. - Builds contingencies to reduce financial risk to the University. - Predicts changes that may impact upon long term financial issues through analysis of trends.
		Communication	- Tailors communication style and delivery method to the level of the audience. - Negotiates agreement on complex issues. - Creates comprehensive reports or other documents to communicate ideas or concepts related to complex or sensitive issues. - Presents information persuasively, with skill and power, seeking to influence an audience of critical importance to the University, profession or discipline (e.g. conference presentation).
		Relationship Building	- Develops and utilises networks at a strategic level. - Understands when and how to use personal power and relational power underpinned by integrity to influence outcomes. - Fosters a culture of openness and flexibility. - Seeks to understand the motivations and positions of key stakeholders to identify and build on common points of interest.

		Managing People	▪ Challenges performance gaps across multiple levels and provides constructive feedback and coaching.
			▪ Fosters and supports a culture that supports the growth and development of the individuals and the organisation.
		Leadership	▪ Is continually aware of own emotions and manages them effectively to create an effective working environment.
			▪ Works effectively to reduce silos and encourage collaboration across groups.
			▪ Lives and promotes the values and goals of the organisation.
		Continuous learning	▪ Supports a learning organisation where individuals can learn and develop from successes and mistakes.
			▪ Celebrates initiative and innovation, communicating the benefit and financial impact for improvements.
			▪ Suggests and promotes creative ideas and approaches to improve individual and team performance.
			▪ Removes roadblocks to facilitate continuous improvement initiatives.
			▪ Pays attention to changes in the environment that signal new learning opportunities.
		Flexibility and Adaptability	▪ Provides open leadership and effective communication during change.
			▪ Plans change to focus on positive aspects and to minimise negative effects on individuals.
			▪ Maintains clarity and focus on outcomes in turbulent situations.
		Service Focus	▪ Is proactive in anticipating client needs where possible.
			▪ Manages operations with a continual focus on the impact of decisions and actions on clients.
			▪ Manages complex client relationships.
			▪ Demonstrates and promotes a quality service culture by consulting and involving clients, colleagues and stakeholders.

	Knowledge and Experience	▪ Experience in the application of Project Management principles, techniques and common project delivery methodologies. ▪ Experience and knowledge of Infrastructure services including Server & Storage services, Data and Voice Network infrastructure and Security services. ▪ Extensive demonstrated experience in managing and delivering multiple IT projects in challenging and complex environments. ▪ Demonstrated experience in contract management and negotiation and the management of vendors. ▪ Experience in mentoring and coaching junior Project Managers as required. ▪ Excellent interpersonal communications, including negotiation and conflict resolution skills. ▪ Ability to think strategically and/or laterally as required.
	Qualifications	▪ A relevant tertiary qualification and extensive relevant experience. ▪ ITIL Foundation or Practitioner certification is desirable. ▪ PRINCE2 Practitioner or equivalent certification is desirable or equivalent project management qualification.
Occupational Health, Safety and Welfare Requirements		▪ All Supervising staff are required to implement and maintain the University's OH&S Management System in areas under their control ensuring compliance with legislative requirements and the established Performance Standards. All other staff will assist the Head of School/Branch to create and maintain a safe and healthy work environment by working safely, adhering to instructions and using the equipment provided in accordance with safe operating procedures. Where appropriate, staff will initiate and participate in worksite inspections, accident reporting and investigations, develop safe work procedures and provide appropriate information, instruction, training and supervision. Staff will also inform the Head of School/Branch of any unsafe working practices or hazardous working conditions.
University Expectations		All staff are expected to: ▪ Contribute to the efficient and effective functioning of their team or work unit in order to meet University objectives. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisors; ▪ Participate in the Planning, Development and Review which includes a regular review of their performance against the responsibilities and performance objectives associated with the role and demonstration of appropriate behaviours which reflect a commitment to the University's values and strategic directions; ▪ Perform their responsibilities in a manner which reflects and responds to continuous improvement; and ▪ Read, understand and comply with all University policies and procedures.

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Approvals:	Head of School / Branch Manager	Director Human Resources
Head of School / Branch Manager	**Name:** Mark Gregory	**Name:**
	Signature:	**Signature:**
	Date:	**Date:**

Acknowledgement of Incumbent	I have read and understood the requirements of the position		
	Name:*(please print)*	Signature:	Date: