



Position Title	Manager, IT Project Delivery
Employment Type	Permanent Full Time
Unit	IT
Location	Sydney
Award	NA
Award Level	NA
Date	June 2019
Reviewed by	General Manager, IT and HR Business Partner

Position Context

RACP is an organisation of more than 300 staff located in multiple Sydney sites, State Offices across Australia and also New Zealand. In addition to employees of the college, the IT Project Delivery team will provide solutions and services directly for members (Fellows and Trainees) and customers.

IT Project Delivery team is responsible for project oversight, coordination and management of new IT solutions and services within the College including:

- Continually improve, develop and maintain agreed processes for IT Project Management in the College, which includes traditional waterfall and agile project delivery approaches
- End to end delivery of all IT projects working closely with internal IT resources, third party service providers and solution partners including testing, change management /training and deployment release
- Accurate reporting of IT project status including project delivery trends

Position Purpose

The Manager IT Project Delivery is responsible for the oversight of the IT Project Delivery Team.

It is important that this role works in support of overall College processes for project management. The Manager, IT Project Delivery needs to develop strong relationships with project managers and sponsors across the college.

The Manager, IT Project Delivery will also:

- Provide leadership as part of the IT Management team to set the IT strategy and budgets
- Provide leadership in the College regarding project management

Ensure cross-project dependencies, risks and conflicts are identified and managed
Support effective decision making in the organisation by managing program management reporting

Position responsibilities



Management:

- Provide support and guidance to the project teams from initiation to execution, to deliver successful project management practice for IT projects
- Communicate project roles and responsibilities effectively.
- Provide advice to the General Manager, IT or equivalent regarding project or HR issues arising
- Work collaboratively with the College PMO to continually develop, maintain and publish project management policies, processes and resources
- Collaborate with stakeholders and leaders across the College and provide assistance in conducting project scoping, planning, budgeting and tracking
- Ensure suitable working environment
- Provide a positive role model in terms of attitude, language, capability, capacity and service oriented philosophies
- Provide advice, training and mentoring to project resources to ensure the development of hard and soft skills across the board
- Can directly manage individual projects as required

Software Solutions Infrastructure:

- Identify opportunities to streamline or develop solutions that save costs or increase services / productivity
- Assist with complex issues arising

Financial:

- Assist with project costing and timeframes for approval by senior managers as needed
- Manage projects within agreed budget and seek early approval of any variations
- Work with the GM of IT to develop the yearly IT budgets – Operating and Capital

Change and Release:

- Work collaboratively with both business and IT stakeholders to manage approved project go live release
- Assist and support project managers schedule and coordinate all release activities across the environments (Dev, Test Pre-Prod and Prod)
- Assist and support project managers coordinate deployment activities with 3rd party vendors (Test & Prod)
- Assist and support project managers with coordinating Change Management activities
- Communicating release details and schedules to the Business and IT stakeholders as required

Soft Skills:

- Communicate effectively and constructively taking into consideration multiple practical and strategic perspectives from various sources
- Seek input from a range of sources and ask for help and support early

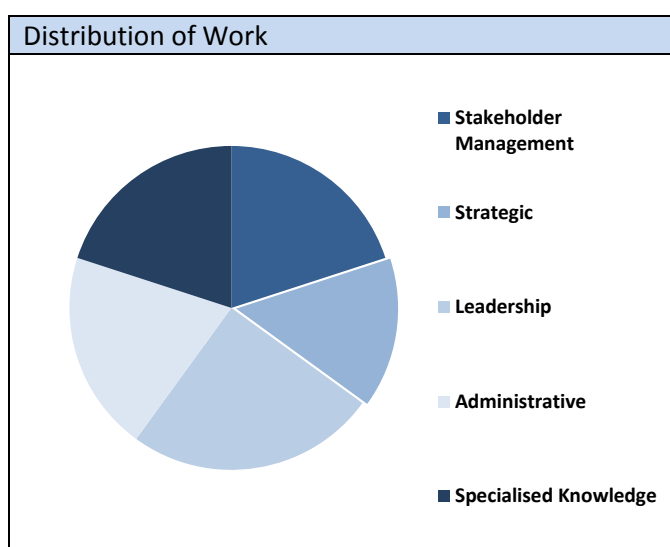
Competencies required for success	
Title:	Skilled Definition:
Ensures Accountability	Holding self and others accountable to meet commitments
Collaborates	Building partnerships and working collaboratively with others to meet shared objectives
Communicates Effectively	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences



Manages Complexity	Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems
Develops Talent	Developing people to meet both their career goals and the organisation's goals
Directs Work	Providing direction, delegating, and removing obstacles to get work done
Drives Engagement	Creating a climate where people are motivated to do their best to help the organisation achieve its objectives
Organisational Savvy	Manoeuvring comfortably through complex policy, process, and people-related organisational dynamics
Drives Results	Consistently achieving results, even under tough circumstances

Reporting Relationships
<p>Reports to: <i>General Manager of IT</i> No of direct reports: <i>3 (Permanent positions) + Contractors</i> No of reports: <i>3</i></p>
Key Stakeholders
<ul style="list-style-type: none"> • General Manger of IT • College Senior Managers • Project Sponsors and Managers • Internal IT Resources • External organisations
Extent of Authority
Does not have authority to introduce significant changes to the technical infrastructure, to engage staff on ongoing employment arrangements or commit the RACP to contractual obligations without referral to the CIO.

What Makes the Role Complex
Effective oversight and delivery of projects within IT in support of business needs.



Essential Attributes
<ul style="list-style-type: none"> • Relevant qualifications in Business, Project Management, or related fields • High level understanding of Project Management Frameworks and methodologies • Ability to evaluate complex business requirements • Strong business acumen and organisational sensitivity with proven experience in business partnering at a senior level



- Excellent communication and interpersonal skills with proven strengths in negotiation, collaboration, and problem-solving
- High level technical capability and knowledge of Information Systems
- Experience in managing multi-development environments
- Demonstrable project management skills including the ability to prioritise and meet deadlines and mitigate risk
- Understanding of software development methodologies including software packages and managed services
- Proven commitment to client service
- Proven ability to be innovative, flexible and open minded
- Strong leadership and management skills
- Accomplished problem solving and conflict resolution skills
- Enthusiasm and aptitude for developing new technical and non-technical skills as required

Desirable Attributes

- High level written communication skills
- Working knowledge of health/education or related fields, including eLearning
- Relevant Tertiary qualifications and/or extensive relevant experience

Would suit somebody who.....

- Enjoys solving complex problems
- Can see the bigger picture and also appreciates the details
- Enjoys rolling up their sleeves when needed
- Can work with a number of competing deadlines
- Can be proactive when progress begins to slow
- Values the input of others, even when opinions differ