



Position Description

POSITION DETAILS	
Date of PD	1 October 2020
Position Title	Project Manager Business Improvement (Capital Projects) <i>TEMPORARY</i>
Position Grade	Grade 18
Directorate Business Unit	City Assets & Operations
Reports to	Executive Director City Assets & Operations
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

The **Project Manager Business Improvement (Capital Projects)** position is responsible for the delivery of a business improvement project to completely re-engineer the process for the delivery of capital projects at the City of Parramatta Council. The role will establish and manage this Council-wide project and will be responsible for the preparation of project reports and communications.

KEY RESPONSIBILITIES

To scope, plan and deliver a business improvement project to significantly improve the process of capital delivery for council's year on year and long term delivery of capital works, such that council realises significant efficiencies, improvements in process, reduction in costs, increased value for money and the delivery of capital projects that completely align with council's strategic goals.

- To conduct smaller business improvement projects as required and capacity allows.
- Work to implement a continuous improvement culture based on innovation and creativity across the City Assets and Operations Directorate.
- Undertake business and systems process analysis, process design and process modelling, as required.
- Analyse and review business processes, procedures and work instructions to identify process gaps and to enable development of improvement strategies.
- Implement a stakeholder engagement strategy including briefing and consulting internal stakeholders to inform, design, implement and use framework
- Facilitate and maintain effective stakeholder relationships to ensure high level of engagement, communication and satisfaction
- Develop and maintain relationships with stakeholders and subject matter experts to understand end-to-end processes to support effective solutions and determine and resolve issues.
- Develop and manage the transition planning and organisational change process to support delivery of the business improvement project.
- Identify, document and analyse emerging project risks and threats and recommend mitigation, strategies.
- Prepare high quality project status and recommendation reports to the Working Group in a timely manner.
- Provide accurate advice about technical issues and solutions to assist with specifying business requirements for new or existing solutions.
- Clear, effective and timely communication to the Capital Delivery Working Group and key stakeholders.

- Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with WHS legislative obligations.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications (Level)

Tertiary Degree qualified in a related field

Experience

- At least 10 years' experience working in a complex business, at a managerial, strategic, or highly technical level. This should include at least 5 years' experience of working in a continuous improvement role within a large and complex environment, with clear delivery success.
- Must be highly proficient in industry standard process/business improvement methodologies such as the Australian Business Excellence Framework (ABEF), Lean, Six Sigma, TQM, design thinking etc.
- Must be familiar with Services Reviews and assessments across large organisations preferably within Government services experience.
- Experience facilitating organisational change in a similar setting
- Be proficient with Microsoft Office, Microsoft Project, Microsoft Visio and Sharepoint
- Have a strong working knowledge of key project processes, including status reporting, planning, risk and issue management, quality gates and change management

Skills

- Project Management - accountable and deadline focused
- Organisational change management
- Highly skilled in effectively managing large scale, complex continuous improvement projects with clear successful results leading to significant and measurable improvements.
- Demonstrate a strong technical process improvement knowledge encompassing processes, tools and techniques
- Strong influencing and negotiating skills;
- Organised approach with good planning skills
- Can conform to shifting priorities, demands and timelines
- Reacts to project adjustments and alterations promptly and efficiently.
- Persuasive, encouraging, and motivating.
- Exceptional written and verbal communication and presentation skills
- Ability to effectively prioritise and execute tasks in a high-pressure environment is crucial.
- Sound understanding project risk management, governance and service delivery principles
- Be able to track a high number of projects simultaneously, effectively and accurately
- Be highly motivated and able to work without supervision
- Have a flexible approach with the ability to work effectively under pressure and to tight deadlines
- Demonstrate the ability to identify and implement innovative and effective process improvements
- Show awareness of both personal and corporate safety practices

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