St George Community Housing

Project Management Partner Position Description

SCHCADS Award

Key role details

Project Management Partner	
Reports to (position)	Program Management and Change Lead
Department	Operations
Location	Hurstville, Bonnyrigg, St Leonards and Redfern
Remuneration level	Level 7
Essential requirements	Project Management qualifications or relevant experience (minimum 2 years)
	Experience managing projects to deliver process, operational and business outcomes on time & on budget
	Working knowledge of project management methodologies and practice
	Experience coaching and mentoring project teams to deliver successful projects
	Experience facilitating workshops to scope, plan and document project requirements
	Experience partnering with diverse stakeholders to deliver priority projects
	Strong written, interpersonal and verbal communication skills
	Proficient in MS Office programs
Desirable skills	Understanding of the functions of a Project Management Office
	Experience of, or understanding of, current issues facing community housing in Australia

Position summary

As a Project Management Partner you will work as part of a team support SGCH's portfolio of business projects, monitoring and reporting on progress and compliance, identifying dependencies and resourcing impacts and assisting SGCH teams through each stage of their project's life cycle.

As part of a leading business you will provide project management best practice and support projects to use a common and consistent management approach through the use of SGCH's project management standards, common templates and agreed practice. You will work in partnership with all areas of the business, supporting and coordinating internal stakeholders and managing external contractors/vendors to deliver agreed project outcomes.

As part of the role you will assist projects through facilitated planning, coaching and mentoring to develop consistent project documentation and governance from the inception of projects through to their closure and implementation. The role will also provide advice and work to mature project management practice overtime to match evolving business requirements.

To work at SGCH you are committed to delivering together with passion and purpose, guided by our organisational values. Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities.

Your Success Profile

Project Management Partner	
Knowledge – 'What do you know?' Value and importance of social and affordable housing to individuals and the community Project management methodologies & best practice How to develop project documentation Facilitating project scoping, planning and resource management Business requirements development, process design and re-engineering	**Experience – 'What have you done?'** Planned and prioritised a busy workload Managed successful business projects Worked collaboratively with a range of stakeholders to deliver projects on time and on budget Worked on projects that deliver process/ operational improvements Facilitated project planning/supported business projects Maintained project management documentation
Behaviours – 'What can you do?' Provide exceptional customer focused service Work in partnership across the business to deliver on time/on budget projects Build positive collaborative relationships to influence project outcomes Support business stakeholders deliver project objectives Assist business teams understand project processes	**Personal qualities – 'Who you are'** Enjoy working with a business head and a social heart Kind, responsive, caring and supportive Work with integrity to deliver the best outcomes for customersThrive on new challenges and complex problemsTakes initiative to propose new ideas

Your work as an SGCH Project Management Partner

Our strategic work areas	Your daily work
Vision, purpose and strategy	• Work together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities • Aspire to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday • Manage relationships with stakeholders to ensure a shared focus on improving outcomes for tenants and social housing communities
Customer service	• Promote a culture of respect, courtesy, authenticity and fairness when interacting with customers • Respond to customer enquiries and requests with care and urgency • Keep customers, stakeholders and colleagues informed about issues they have raised and seek feedback to ensure their needs are met
Project management, coordination and delivery	• Support project management practices across SGCH through implementing agreed standards to drive consistency • Deliver project services, monitoring and reporting, project health checks and reviews • Coach/mentor internal stakeholders through the project lifecycle to deliver successful projects • Facilitate workshops to identify ideas for business improvements/ projects linked to Roadmaps • Assist with project scoping, planning, risk assessment and requirements identifications • Assist with the development of project proposals and business case • Monitor and maintain project budgets whilst actively managing areas of budget risk e.g. early identification of variations to budgets, managing the approvals and recording relevant documentation • Support SteerCo/PCG governance practice • Maintain processes and registers for project closure, benefits realisation, lessons learned, post implementation reviews
Resource management	• Support internal project partners to make informed decisions about project resource requirements and understand interdependencies between projects • Assist projects identify the appropriate resources (financial, staff time) required to implement the project and deliver proposed benefits • Manage external resources including stakeholder management/procurement/ contract management
Change management	• Identify change requirements as part of early project planning and participate in communicating change initiatives across the organisation

	• Work with projects to identify change impacts for business processes, systems, technology, people and organisational structures • Work closely with the change manager and project to identify activities that will support the delivery of change
Leadership and teamwork	• Work as a team to provide best practice services • Collaborate with teams across our organisation to improve outcomes for customers • Support team members to deliver the best services they can by sharing knowledge and skills; and work together to resolve challenging situations
Self-management	• Work flexibly to adapt and respond quickly when situations change • Be open to new ideas, seek feedback and respond constructively • Look for and take advantage of opportunities to learn new skills and develop strengths • Be resilient and able to work under pressure
Business excellence and innovation	• Keep up to date with relevant contemporary knowledge and practices • Understand team and organisational objectives and align your activities accordingly • Understand the expected performance requirements and support our teams to achieve these objectives • Identify ways to improve systems, project processes, tools and templates to achieve better outcomes • Identify resource needs and ensuring goals are achieved within budget and timeframes
Legislation, policies and procedures	• Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensure the privacy of customer and organisational information is protected
Compliance and reports	• Accurately collect and record tenancy and other information • Contribute to the collection of data and information on operational performance • Attend regular (at least weekly) team huddles and regional team meetings
Accountability and risk	• Identify and follow safe work practices; and be vigilant about their application by self and others • Attend workplace health and safety training • Be aware of risks that might impact on the completion of an activity and escalate when identified • Speak out against misconduct and inappropriate behaviour
Information technology	• Use office software applications such as Microsoft Outlook, Word, Project, and Excel • Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required • Comply with SGCH policies on the acceptable use of technology

Our expectations	Your values and behaviours
Top accountabilities	1. Deliver responsive, respectful and consistent services 2. Actively manage safety and promote our safety culture 3. Implement project management standards across SGCHs business projects through agreed processes and templates as defined by the Project Management Office 4. Provide project management services, including direct project management for some priority projects, project planning, impact assessment and dependencies management 5. Monitor and report on the progress of business projects through project and portfolio reports managed by the PMO and reporting on achievement of benefits realisation 6. Assist business projects through each stage of a projects lifecycle (initiation to closure) providing advice on templates, policies and processes 7. Undertake project health, assist with Closure Reports and post implementation reviews 8. Maintain the central repositories for project outcomes such as lessons learned and benefits realisation information 9. Partner, coach and mentor business project teams in project management tools, templates and practice 10. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers 11. Apply the Australian Privacy Principles when managing customer information and data
Our values	1. Trust – we take ownership and accountability to build trust 2. Empowerment – we empower our people, partners and our customers 3. Inclusion – we respect differences and treat people equally 4. Creativity – we explore new and better ways of working 5. Honesty – we are responsible, ethical and professional