

# Position Description (People Managers)

## Manager Project Management Office

Division	Chief Operations Office
Business Unit	Project Management Office
Management Level	M4
Grade/Band	Band 8
Date position description approved	13 July 2021

### Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious [Sustainable Sydney 2030](#) – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

### Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

### Primary purpose of the position

Lead the Project Management Office in the coordination and governance of several projects, ensuring transparency in decision making, effective and efficient project management processes, and tools to support project teams in collaborating effectively to deliver the agreed project benefits to the organisation and Community.

### Key accountabilities

- Lead the Project Management Office (PMO), overseeing project governance, decision-making, reporting and ensuring a consistent projects approach.
- Support Executive decision-making Panels with timely and consistent secretariat support to enable effective and efficient decision making.
- Oversee the tracking and reporting on project performance and presentation of the information in dashboards to Executive Panels for decision making.

- Ensure the continuous improvement of user-centred processes and templates to streamline effective governance and risk management.
- Lead the PMO Triage review process providing quality documentation and advice to the Panels to inform decision making.
- Equip Project Sponsors with the tools and guidance they need to fulfil their roles and support effective project delivery.
- Coordinate all staff training programs and skills development requirements across the organisation in project management.
- Support project teams in utilising the tools and resources to manage change and learn from experience.
- Act as a facilitator to help resolve issues for complex projects and be actively involved in organisational change projects (where required).
- Working across Units and Divisions on special corporate projects as required to ensure the objectives and strategies of the Executive are met.

## Key challenges

- Influencing positive project team collaboration across the organisation, ensuring Clients, Asset Owners, Deliverers, and other stakeholders fulfil their roles and responsibilities and are aligned in project discover to deliver the agreed project outcomes, minimising change impacts and scope creeps.
- Maintaining a Program Management Framework that is fit for purpose and suits the needs of all users, ensuring the PMO is providing a value-add service.
- Foster a Change Management and Lessons Management culture
- Balancing a complex workload of day to day obligations as well as continuous improvement projects with competing interest and priorities of multiple stakeholders

## Key relationships

Who	Why
<b>Internal</b>	
Manager, Chief Operating Officer	<ul style="list-style-type: none"> <li>• Provide expert advice and recommendations, to influence organisational decisions and initiatives</li> <li>• Report on progress towards division objectives and discuss future directions, seek, and take direction and discuss future initiatives.</li> </ul>
Executive and Panel Members	<ul style="list-style-type: none"> <li>• Provide expert advice and influence decision making, create buy-in, share accountability, and resolve conflicts</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Inspire and motivate, provide leadership, direction, and support</li> <li>• Set overall performance expectations and oversight of the implementation of effective performance management frameworks and processes.</li> </ul>

Who		Why
<b>External</b>		
Office of Local Government		<ul style="list-style-type: none"> <li>• Ensure timely reporting on projects that fall under the OLG criteria and guidelines.</li> </ul>
Standard industry	bodies and	<ul style="list-style-type: none"> <li>• Drive effective, collaborative relationships with other stakeholders to facilitate the exchange of information and to maintain positive relationships.</li> </ul>

## Key dimensions

### Decision making

This position is responsible for the development, implementation and evaluation of the City's Project Governance Operating Model and Project Management Framework.

### Reports to

Chief Operating Officer

### Direct reports

Program Coordinator – PMO

### Estimated number of indirect reports

Works closely with Finance, Asset Strategy and Business Improvement.

## Essential Knowledge, Skills & Experience

- Qualification in relevant discipline OR equivalent skills, knowledge, and experience in project delivery or PMO/ePMO.
- Experience leading a broad and complex range of project-based groups of multi-disciplinary professionals in a complex environment.
- Demonstrated success in working in a matrix environment, influencing across the organisation and building collaborative approaches with internal stakeholders to drive change and continuous improvement.
- Comprehensive understanding of organisational change and the environment in which large organisations operates, including current corporate policies and practices.
- Advanced communication management skills and ability to deliver outcomes while working in a dynamic environment.

## Capabilities for the position

The City's **Leadership and Management Capability Framework (LMCF)** outlines the capabilities expected of people managers to perform well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for employees and managers which provide clarity, common language and consistency.

### Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment. The table below outline the suggested focus capabilities for both Leadership and management and is a guide.

Capability Group	Capability Name	Level
Leadership	Displays Awareness of Self and Others	Section Unit Manager - M4
	Cultivates Productive Relationships	Section Unit Manager - M4
	Drives Results	Section Unit Manager - M4
	Develops People and Culture	Section Unit Manager - M4
	Operates Strategically	Choose an item.
Management	Technology and Information Management	Section Unit Manager - M4
	Finance and Resource Management	Section Unit Manager - M4
	Asset Management	Choose an item.
	Risk Management, Safety and Compliance	Choose an item.
	Procurement and Contract Management	Choose an item.
	Project Management	Section Unit Manager - M4
	Change Management	Section Unit Manager - M4
	People Management	Section Unit Manager - M4