



## Position Title: **Senior Project Officer**

|                              |                                    |
|------------------------------|------------------------------------|
| <b>Position number</b>       | 00013867                           |
| <b>Classification</b>        | G7                                 |
| <b>Employment Instrument</b> | Health Salaried Officers Agreement |
| <b>Group</b>                 | Health Support Services            |
| <b>Business Unit</b>         | ICT                                |
| <b>Function</b>              | Program Management Office (PMO)    |
| <b>Location</b>              | Perth Metropolitan Area            |

### KEY ROLE STATEMENT

- Contributes to project management strategies to facilitate implementation of concepts to promote project management improvements across the health portfolio
- Development and management of project management policy and procedural framework, including portfolio and enterprise governance frameworks across the health portfolio
- Undertakes research and policy analysis on issues relevant to establishing effective project management across the health portfolio in line with key health and government priorities

### REPORTING RELATIONSHIPS:

Manager Program Management Office  
HSO Level G12 to G14 RV



Assistant Manager Analysis and Reporting  
HSO Level G10/G11 RV



**This position**



Directly reporting to this position: Nil



## ORGANISATIONAL CONTEXT:

Health Support Services (HSS) provides value for money corporate support services to WA Health through skilled and motivated people. This includes delivering business focused financial, ICT, supply and workforce services within an environment of standardised systems and processes.

Partnering with client agencies and other stakeholders, HSS operates within a customer focussed service culture designed to complement client agency corporate service operations.

HSS provides a service within a framework of established values and behaviours based on achieving the corporate service standards and expectations of our customers.

With a commitment to equity and diversity relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS are committed to employee career development and professional learning.

## GROUP CONTEXT STATEMENT:

On 1 July 2016, in accordance with the *Health Services Act 2016* (WA), HSS was established as a Chief Executive-governed Health Service Provider that is a statutory authority accountable for the delivery of corporate support services.

HSS supports the WA health system in the effective delivery of health care through the provision of technology, supply, workforce and finance services.

HSS is committed to enhancing customer experience by delivering high quality services to customers. HSS strives to create value for customers through economies of scale as well as centres of expertise, and to provide services that are competitive in quality, cost and responsiveness.

HSS actively seeks to empower a “Think Customer First” culture with skilled, motivated and experienced teams that deliver a range of services within an environment that continually seeks to understand the needs of our customers and to improve efficiency, processes and procedures where this adds value for customers.

## HSS STRATEGY

### Vision

Enable better health care

### Mission

To deliver high quality services to support  
the delivery of optimal patient care

### Values

### Behaviours



**Think  
customer first**

We put our customers first  
in everything we do.  
We listen to our customers;  
they know their business best.  
We engage proactively  
with our customers to find  
the best solution.



**We promise,  
we own, we do**

We commit to delivery –  
we do what we say.  
We take personal ownership –  
we own the problem and  
the outcome.  
We take responsibility  
for our decisions and actions.



**We will  
find a way**

We focus on solutions,  
not problems.  
We think creatively to develop  
new and better ways of  
delivering on our promises.  
We embrace a positive  
'Yes, we can' attitude.



**We make a  
difference together**

We work together to  
make a difference to those  
delivering patient care.  
We are open and learn from  
our mistakes and our successes.  
We speak up, we listen  
and we take collective action.

## BUSINESS UNIT/FUNCTION ROLE:

The ICT Business Unit provides solution development, implementation, transition and operations support for the WA health system's clinical and corporate business systems. This includes the strategic planning, architecture and ongoing management of the WA health system's ICT network, applications and infrastructure, provision of ICT support to WA health system customers and the management of ICT security and risk (including security of patient data). ICT is also responsible for overseeing all major projects and programs relating to ICT across the WA health system including technology migration, upgrade and implementation.

The objective of the Program Management Office (PMO) is to strengthen projects by developing in house competency and capability in order to effectively and consistently plan, coordinate and control the delivery of projects. By creating and developing frameworks and tools to support project management, the PMO hopes to increase the ability to deliver high quality, consistent and effective project outputs.

Role of the PMO is to:

- Provide a standardised project governance structure for use across the business;
- Provide project, change, benefits and program management frameworks, templates and tools for use;
- Provide reporting tools and mechanisms to be used by projects and programs in order to ensure standardised project reporting;
- Provide competency and capability training to ensure they have opportunities to develop the skills and abilities to carry out their project management duties effectively and efficiently;
- Provide strategic advice and support about project, change, benefits and program management; and

- Collect status reports about strategic, high value and high risk projects for reporting.

## POSITION RESPONSIBILITIES:

### Role Specific Responsibilities and Key Outcomes:

The Senior Project Officer is the principal advocate for implementing wide ranging governance and practice improvements across WA Health. In this capacity, it is responsible for:

- An effective project management function across the state-wide health portfolio
- A governance framework that ensures roles and responsibilities are aligned with business needs and risk is effectively managed
- Leading the development of effective strategic project management planning to align investment and resourcing with key WA Health and government priorities
- Implement strategies that drive performance improvement in project management, including delivery of high-quality project management advice and support as well as compliance with government policies and practices
- Implement and manage a coordinated framework that provides oversight and corporate executive visibility of major projects across the state-wide health portfolio

### Liaison and advice

- Provides high-level advice to health portfolio officers on project management policy and practice.
- Maintains knowledge and awareness of issues and trends that affect project management.
- Develops and maintains productive working relationships with key stakeholders, both internal and external, to ensure the effective application of standardised and approved project management frameworks and methodologies across the health portfolio.

### Policy and governance

- Assists with the management, development and maintenance of, and provides advice on policies, guides and templates processes for project management across the health portfolio.
- Coordinates activities to maintain and ensure compliance associated with health portfolio project management delegations.
- Formulates and makes recommendations to the Assistant Manager, PMO Analysis and Reporting with respect to new and innovative project management best practice guidelines in matters that will impact across the health portfolio.
- Undertakes research, analysis and provides high level policy advice on complex issues relevant to project and program management, across the state-wide health portfolio.
- Reviews and monitors project management policies, programs and practices across the health portfolio and recommends action where appropriate.
- Prepares discussion papers, reports, submissions, briefings and other papers as required.
- Works with stakeholders across the health portfolio to ensure that project management



methodologies are appropriately applied, managed and monitored in accordance with policies, processes and procedures.

- Maintains a high level of awareness of current and emerging project management issues, trends and approaches.

### **Other duties**

Undertake other duties and special projects as directed by the Manager, Program Management Office including representing the Office at external events and committees.

## **SELECTION CRITERIA:**

### **ESSENTIAL CRITERIA:**

1. Significant experience in project management with applied knowledge and understanding of project management methodologies, principles and policies.
2. Highly developed conceptual, analytical and written communication skills, including the ability to provide timely advice on complex issues.
3. Highly developed verbal and interpersonal skills with the ability to liaise effectively at senior levels across a broad range of stakeholders.
4. Demonstrated skills in research and/or evaluation methods used to develop policy, plans and/or programs.
5. Highly developed written communication skills with experience writing discussion papers, submissions, reports, briefing and Ministerial correspondence.
6. Proven ability to plan, prioritise and organise workloads to meet agreed timeframes.

### **DESIRABLE CRITERIA:**

1. Qualifications in a relevant tertiary field as well as PRINCE2 Practitioner or equivalent industry recognised certifications.
2. Experience in a Program Management Office
3. Experience with administering SharePoint and Project Portfolio Management Systems.

### **APPOINTMENT FACTORS**

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.



**DIRECTOR HR & CAPABILITY**

**EXECUTIVE DIRECTOR**

SIGNATURE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

DATE \_\_\_\_\_