



**Position Title: Project Manager**

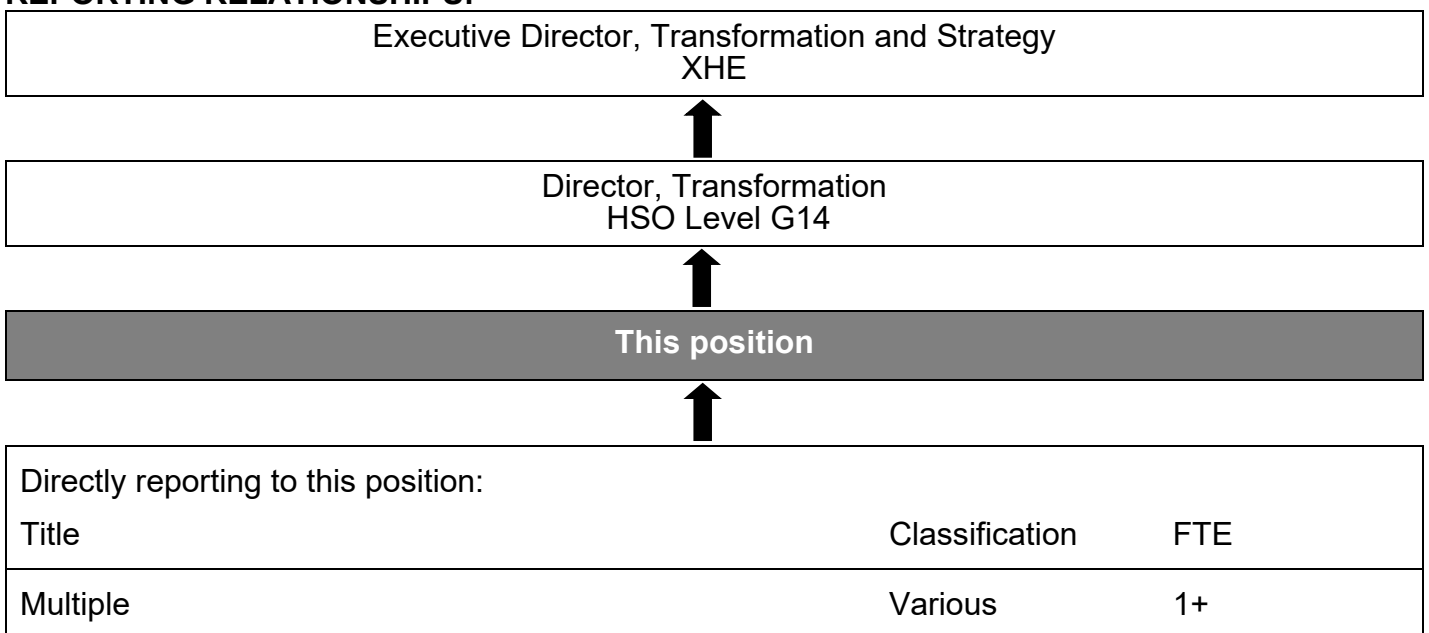
<b>Classification</b>	HSO Level G10
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Transformation and Strategy
<b>Function</b>	Transformation
<b>Location</b>	Perth Metropolitan Area

**KEY ROLE STATEMENT**

As part of the Health Support Services (HSS) Transformation and Strategy Business Unit, the Project Manager is responsible for:

- Delivering agreed projects aligned with the organisation’s strategic objectives.
- Ensuring each project is delivered per its defined scope, cost and schedule, as aligned to the defined requirements.
- Monitoring project progress to identify success and areas for improvement for further capability for delivery.

**REPORTING RELATIONSHIPS:**



## ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 55,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment, NurseWest and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,400 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team. It is an exciting time in the health sector and a defining period for HSS.

## HSS VALUES



**We put our customers at the heart of what we do**



**We value and care for each other**



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



**We will find a way**



**We make a difference together**

Our values guide our behaviours and the way we interact with our customers and each other.

## BUSINESS UNIT ROLE:

The HSS Transformation and Strategy Business Unit is responsible for HSS-wide strategy, as well as delivering the transformation program to modernise HSS, driving effectiveness and efficiency changes, improving customer outcomes and reducing costs for the WA health system. This includes program and project delivery and resourcing (including management of external resources), oversight and management of organisational wide change impacts, ongoing performance improvement and management, and governance and reporting across HSS' transformation portfolio.

## POSITION RESPONSIBILITIES:

### **HSS Leaders and Managers:**

- Contributes to the strategic and operational governance of the Health Support Services as a member of the extended leadership team.
- Contributes to the setting of strategic business direction and the achievement of corporate goals, including quality improvement, and the development of a dynamic and innovative organisational culture where employees put our customers at the heart of what they do.
- Contributes to the Health Support Services transformation and continual improvement objectives through constructive transactions with stakeholders and customer agencies.
- Empowering leadership and direction of the relevant area, ensuring objectives are transformed into actions and goals are achieved.
- Contributes to the effective working and image of Health Support Services as a team supporting the achievement of the broader WA health system's objectives.
- As a leader, at all times models behaviour consistent with organisational values, including probity and accountable and ethical decision-making.

### **HSS Management:**

- Promotes a customer-centric culture and a team-based approach based on the Health Support Services values and strategic priorities.
- Champions collaboration, continual improvement and quality management.
- Builds and supports alliances with stakeholders, customer agencies and within Health Support Services to enable the achievement of the organisation's operational and transformational priorities.
- Ensures the work environment is safe, fosters equity and diversity, and enables the achievement of personal and team goals.
- Allocates resources (including financial and human) to achieve optimum effectiveness and efficiency in the delivery of outcomes within service, cost and time expectations.
- Mentors and develops staff and teams to ensure the organisation meets executive, stakeholder and customer expectations.
- Identifies and mitigates risks to current and future service delivery.
- Provides subject expert advice to the Senior Leadership Team where relevant.
- Ensures all contracted services meet agreed timelines, outcomes, deliverables, and are achieved within agreed budget.

### **HSS Participation (Self):**

- Maintains a culture of putting customers at the heart of everything we do and demonstrates a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contributes to maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

## **Role Specific Responsibilities and Key Outcomes:**

- Responsible for the planning, implementation and delivery of complex projects that span one or multiple lines of business.
- Responsible for managing and delivering projects within the agreed time, cost, quality, scope within risk appetite to customer/stakeholder expectation.
- Full project lifecycle ownership from initiation to deployment for one or more complex projects ensuring alignment to business strategies and priorities.
- Applies appropriate Project Management controls, governance, and methodology to deliver target business outcomes.
- Provides leadership to the project team by managing daily team activities, building, motivating and mentoring team members to meet project goals.
- Lead the project team in fostering a creative and analytical problem-solving environment demonstrating teamwork, innovation, and excellence.
- Manage interdependencies between technology, operations, and business needs.
- Identifies and reports on issues with project structure, cost, risk, impact on current business activities and the strategic benefits to be realised.
- During the implementation of projects and/or initiatives, ensures alignment with the organisation's strategic direction towards excellence in customer service.
- Manages procurement activities and vendors complying with HSS practices and standards.
- Monitors and manages compliance and accountability for planning, environmental and risk management matters for the projects.
- Manages the timing, approach and response needed to resolve complex issues associated with projects including functional, technical, environmental, and political matters.
- Defines and implements strategies to monitor performance, identifying success and puts in place plans to address areas of improvement.
- Report on project success criteria results, benefits metrics, test, and deployment management activities.
- Develops and maintains key internal and external business relationships and networks, by applying effective stakeholder management.
- Attends project board meetings and steering committee meetings and represents the project team escalating risks and issues and responding to stakeholders' queries as they arise.
- Ensures stakeholders receive the correct information at the right time regarding program, project and/or initiative performance.
- Participates in the forward planning, development and negotiation of new strategic and aggregated contracts as required.
- Communicates and manages change across the project and/or initiative in alignment with key stakeholders.
- Implements goals for initiatives and projects, aligning with HSS' strategic direction towards excellence in customer service and provision of services.
- Ensures implemented initiatives and projects adhere to WA Health and HSS' policies, procedures, and standards.
- Other duties as required.

## SELECTION CRITERIA:

### ESSENTIAL CRITERIA:

1. Demonstrated experience in managing projects and project management tools and systems including the ability to plan, prioritise, make decisions, meet deadlines, and manage resources for a range of projects (size, complexity and risk).
2. Accreditation or formal training in a project management discipline.
3. Demonstrated problem solving skills including the ability to identify risk and implement solutions.
4. High level interpersonal and communication (written and verbal) skills with strengths in negotiation.
5. High level time management skills with the proven ability to manage competing priorities and deliver outcomes.
6. Demonstrated financial management and budget preparation.
7. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

### DESIRABLE CRITERIA:

1. Tertiary qualifications in a relevant discipline.
2. Prior experience in working for a public sector agency or healthcare provider.

### 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.

Version control	Description	CRC Approval Date	Registered Date
Vs 3.0	JDF Amended	31/08/2020	18/01/2023