

## Program Delivery Manager

### Program Management Office, System Response and Transformation

<b>Position number</b>	00043868
<b>Agreement</b>	<a href="#">Public Sector CSA Agreement 2022</a> (or as replaced)
<b>Classification</b>	Level 8
<b>Reports to</b>	Executive Director, System Response and Transformation
<b>Direct reports</b>	Various

#### Context

The Department of Education's strategic directions outline the commitment for every child, from Kindergarten to Year 12, to have access to high quality education underpinned by excellence in teaching and quality leadership. This is an education that meets the needs of the learner preparing them for their next step into the workforce or further education.

The System Response and Transformation Division (SRT) drives high performance and assurance at a system level by providing senior leaders with visibility and assurance of system performance and improvement initiatives. This is achieved by ensuring strategic responses and projects are delivered within expectations; collecting and analysing data and reporting on performance; and overseeing the development of transformation opportunities in line with the Department's strategic intent.

The Division's Program Management Office drives and provides oversight of responses and initiatives that facilitate the delivery of the Department's strategic intent and prepare the Department for the future. We do this by initiating, managing, and monitoring projects of strategic importance using project management methodologies to underpin collaboration, standardisation, and the on time, on budget delivery of key project metrics.

Visit [education.wa.edu.au](http://education.wa.edu.au) to find out more information about the Department of Education.

#### Key responsibilities

The Program Delivery Manager is responsible for planning and implementing the Program Management Office to ensure the effective delivery of key Department projects and programs.

## **Leadership and Management**

- Develop and implement project governance and associated methodologies, including project management policies, processes, practices, standards and risk management.
- Coordinate project activities and provide high-level scheduling, resource management and project monitoring in consultation with relevant stakeholders.
- Manage large complex projects or a set of multiple concurrent interdependent projects in a complex environment.
- Provide reports on a project, program and portfolio basis to stakeholders in an accurately and timely basis
- Develop and monitor compliance, risk management, issues resolution and change management strategies and processes.
- Deliver projects within approved timelines and requirements including managing internal and external resources.
- Produce and maintain high quality project documentation for a range of stakeholders.
- Influence the Department's strategic directions and business plans by maintaining an awareness of best practice, trends and issues concerning the effective delivery of all projects.
- Deploy resources, including people, financial, physical and information to ensure planned outcomes are delivered.
- Provide leadership, supervision and performance management of staff.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Department policy.
- Create a work environment that is safe, fosters equity and diversity, enables the achievement of personal and goals and facilitates accomplishment of designated roles and deliverables.
- Maintain a strong focus on customer service delivery and continuous improvement of services.
- Monitor and manage staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and department policy.
- Manage staff performance in accordance with the Public Sector Performance Management Standard and department policy.

## **Client and Stakeholder Management**

- Provide high-level advice to the Executive Director and senior managers in relation to project governance, management and associated methodologies
- Provide guidance to project managers responsible for the delivery of projects.
- Build strategic alliances with customers, stakeholders, interest groups and across the Department enable development, acceptability and achievement of designated outcomes.
- Represent the Department, as required, on committees and working parties.

## **Specialist Services**

- Ensure project and program statements, strategies, risk management and mitigation plans are developed for projects and programs.
- Facilitate strategies to promote the ongoing development of contemporary project management skills.
- Ensure external providers are aware of, and follow, the Department's project governance methodology.
- Investigate, analyse and manage complex issues, policies and practices in order to identify and alleviate potential problems and to develop appropriate solutions.

## Selection criteria

### **Implements and manages strategy**

- translates strategy into operational goals and creates a shared sense of purpose within the business unit
- engages others in the strategic direction of the work area, encourages their contribution, and communicates expected outcomes
- considers the ramifications of a wide range of issues, anticipates priorities and develops long term plans for the work area
- understands objective, critical analysis and distils the core issues.

### **Achieves results**

- evaluates ongoing project and program performance and identifies critical success factors
- establishes clear plans and timeframes for project implementation and outlines specific activities
- strives to achieve and encourages others to do the same
- monitors progress and identifies risks that may impact outcome and adjusts plans as required.

### **Builds productive relationships**

- builds and sustains relationships with a network of key people internally and externally
- recognises shared agendas and works toward mutually beneficial outcomes
- brings people together and encourages input from key stakeholders.

### **Exemplifies personal integrity and self-awareness**

- acts professionally and impartially at all times and operates within the boundaries of organisational processes and legal and public policy constraints
- takes personal responsibility for meeting objectives and progressing work and commits energy and drive to see that goals are achieved
- persists and focuses on achieving objectives even in difficult circumstances.

### **Communicates and influences effectively**

- confidently presents information in a clear, concise and articulate manner and translates information for others
- approaches negotiations with a strong grasp of key issues, having prepared well in advance
- anticipates the position of the other party and adapts approach accordingly
- encourages the support of relevant stakeholders.

## Eligibility and training requirements

Employees will be required to:

- hold a recognised qualification in Project, Program or Portfolio Management or equivalent extensive experience
- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

## Certification

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

## ENDORSED

Date 18 August 2023  
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