



POSITION TITLE	Senior Project Manager
AWARD AND CLASSIFICATION	Wodonga City Council Enterprise Agreement 2021 to 2023 Band 7
DIRECTORATE	Planning and Infrastructure
BUSINESS UNIT	Infrastructure and Projects
REPORTS TO	Team Leader Project Delivery
SUPERVISES	Contractors as required
EMPLOYMENT STATUS	Full time
DATE	July 2022
EMPLOYEE NAME	Vacant

## ORGANISATIONAL CONTEXT

Wodonga Council’s vision for the city is to be seen as a ‘progressive, well-planned city that is affordable, offers an abundance of opportunities and is led by strong, empathetic stewardship’. This vision will support us to realise our mission ‘to strengthen the community in all that we do’.

## POSITION OBJECTIVES

The senior project manager will assist in the effective and efficient operation of council’s Projects and Design Team undertaking investigations, project management and associated works to achieve the objectives of the Council’s Corporate Plan.

## ACCOUNTABILITY AND EXTENT OF AUTHORITY, INCLUDING DUTIES

- Compliance with the Local Government Act 1989 and 2020, and regulations, and as amended and other relevant legislation and council policies, delegations and budgets.
- Assist in the operation of the unit including advance planning, policy development, utilisation of resources and contract administration.
- Correspondence relevant to the section.
- To act within council policies, budgets, delegated authorities and relevant legislation.

*our values*

TRUST - RESPECT - INTEGRITY - LEARNING

*our mission*

WE WILL STRENGTHEN THE COMMUNITY IN ALL THAT WE DO

This position is responsible for:

## **Service responsibilities**

### Leadership and Customer Service

- Lead and role model customer focused behaviour by delivering the highest standards of service to our customers.
- Work in partnership with your team leader to agreed performance standards and mutual expectations. Give and receive regular feedback to enable performance to be improved and take personal responsibility for optimising your potential within Council.
- Ensure customer focus is maintained in engagement with internal and external stakeholders to facilitate good working relationships.
- Maintain and utilise strong partnership relationships, networks and alliances with relevant internal and external stakeholders and interest groups to achieve organisational outcomes.
- Coordinate the implementation of Communication and Engagement plans in order to facilitate the effective delivery of project outputs by providing timely information and data to all relevant stakeholders.
- Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with their band level, in any area of Council.

### Project Management

- Ensure Project Management is consistent with adopted Project Management Framework.
- Be directly accountable for the management of projects including contract preparation, tender process, contract award, construction, commissioning and handover
- Define and deliver on project outcomes and benefits to a wide range of stakeholders.
- Provide expert advice in the production of contract documentation
- Lead process and provide guidance and direction to internal and external stakeholders to effectively close out contracts
- Ensure all projects comply with relative Local, State and Federal legislation
- Prepare and implement stakeholder strategies and communication plans to provide full engagement and ensure project success
- Establish and utilise project management controls (e.g. WBS, schedule, budget, risk and issues registers, change registers, etc.)
- Develop, report on a regular basis and manage risk reduction strategies to limit Council's exposure to risk
- Prepare and report to various stakeholders on the delivery schedule including resourcing
- Be appointed to the role of Superintendent for the delivery of selected major infrastructure projects
- Compile and delivery financial reports to Executive Management Team/Councillor's, if required

## COUNCIL EMPLOYEE VALUES AND BEHAVIOURS

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You are expected to demonstrate the values in your everyday work and your interactions with colleagues and the community.

Trust            Talk straight – Say what you mean and mean what you say

                    Create transparency – Do not withhold information unnecessarily or inappropriately

                    Right wrongs

                    Practice accountability – Take responsibility for results without excuses

                    Extend trust – Show a willingness to trust others, even when it involves a measure of risk

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Respect        Treat other people with courtesy, politeness and kindness, no matter what their position or opinion

                    Listen first – Seek to understand others before trying to diagnose, influence or prescribe

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Integrity      Tell the truth in an appropriate and helpful manner that does not compromise the organisation's objectives and values

                    Keep confidences

                    Do what you say you will do to the best of your ability

                    Be open about mistakes

                    Speak of those that are absent only in a positive way

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Learning      Work together and learn from each other

                    Continuously improve and innovate

                    Be open to change

                    There is a high degree of responsibility for results – delivery without excuses

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## CAPABILITIES AND BEHAVIOURS

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Demonstrate competency in each of the 7 capabilities of an Officer, according to the People and Performance Framework in Attachment 1, and practice the corresponding behaviours indicated for each capability.

## JUDGEMENT AND DECISION-MAKING SKILLS

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- Be organised and prioritise daily and weekly activities.
- Determine appropriate action, perform tasks according to established practices and procedures and escalate issues appropriately.
- Ability to creatively plan and make decisions appropriate to implementations of projects and plans
- Ability to recognise problems and use initiative to identify solutions
- Guidance and advice is usually available.

## SPECIALIST KNOWLEDGE AND SKILLS

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- Experienced in the use of IT systems and processes to foster business unit and workplace objectives.
- Understanding the importance of good record keeping and the ability to effectively use Council's document management system.
- Experience in the preparation of specifications and tender documents.
- Experience in the supervision of infrastructure construction works.
- Ability to utilise information technology systems including Microsoft Word, Excel, GIS, and other relevant IT systems.
- Ability to solve problems through the identification of solutions.
- Proficiency in the application of engineering and construction principles and practices.

## MANAGEMENT SKILLS

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- Good time management and the ability to prioritise tasks.
- Meet deadlines, as discussed with the supervisor.
- Receive and follow directions from a supervisor and seek workload management support when required.
- Be honest and transparent in all dealings, and report suspected fraud or corruption.
- Understand risk and consider it when performing work
- Take care of own safety and wellbeing and that of other staff, and follow OHS procedures.
- Report hazards, risks and behaviors that may not comply with organisational or legislative requirements.
- Manage own time effectively, and work to deadlines.
- Maintain personal hygiene and meet dress standards set for the position, including to wear any uniform and use any personal protective equipment prescribed for the position and particular work duties.
- Demonstrated ability to operate with a high degree of flexibility in an environment with demanding workloads and time constraints.
- Ability to manage own time, set priorities and plan and organise one's own work to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

## INTERPERSONAL SKILLS

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- Work cooperatively as part of a team.
- Maintain confidentiality as required.
- Document work according to established practices.
- Communicate effectively with other employees and external stakeholders.
- Gain cooperation and assistance from others (including other employees).

## INFORMATION TECHNOLOGY SKILLS

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Be computer literate and have the ability to quickly learn and adopt software programs used by the organization relevant to the position.

## CUSTOMER SERVICE SKILLS

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Meet customer service expectations to:

- Be honest, ethical and professional.
- Be helpful and courteous.
- Listen with respect and understand the customer's issues.
- Meet commitments made.
- Keep the customer informed.
- Ensure that the customer understands what is being said.
- Apologise if a mistake is made and attempt to make it right.
- Assist customers with physical, sensory or intellectual disabilities, to achieve equitable access to council services.

#### EMERGENCY MANAGEMENT DUTIES

As and when required, assist in dealing with any emergency situation which affects the operation of the council and/or wellbeing of the community.

#### QUALIFICATIONS AND EXPERIENCE

- A Degree in Engineering / Project Management or demonstrated significant relevant experience in Project Management.
- Demonstrated experience in or the ability to develop skills in project management, design and supervision of the construction of local government infrastructure.
- Construction Induction "White Card"

#### LICENCES AND MANDATORY REQUIREMENTS

- Current Drivers License
- National Police Check (required to be supplied by the employee or prospective employee prior to commencement)

#### EQUAL OPPORTUNITY EMPLOYER

Wodonga Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all, regardless of age, sex, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other protected attribute. We recognise our proactive duty to ensure compliance with equal opportunity and to eliminate all forms of discrimination.

#### INHERENT REQUIREMENTS OF THE JOB

For details of the inherent requirements of the job, please see Attachment 2.

#### COGNITIVE JOB DEMANDS

The position is required to operate at the Officer level and will be required to demonstrate the personal competencies and behaviours detailed in the People and Performance Framework attached. The cognitive demands of the role include:

- Having difficult or uncomfortable conversations.

- Meet performance expectations.
- Working in a professional capacity within the work environment.
- Being willing and able to adapt to change.
- Demonstrating resilience under pressure, and in changing and challenging circumstances.

#### KEY SELECTION CRITERIA

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1. Demonstrated experience in project management and application of methodologies and software systems to ensure successful delivery.
2. Demonstrated experience in successful delivery of projects to agreed timeframes, budget and standards, with ability to implement strategies for improvement.
3. Ability to contribute to team direction, give and receive feedback and achieve agreed performance standards in order to contribute to a culture of performance excellence.
4. Demonstrated ability to successfully engage and communicate with customers and external stakeholders.
5. Well-developed research, analytical and problem solving skills including the ability to gather and compile information, develop reports and make recommendations to stakeholders.
6. Demonstrated ability to co-ordinate multi-functional teams, which include business representatives, other project managers and project owners.

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Staff member signature

# People and performance framework

<b>CUSTOMER SERVICE AND COMMUNICATION</b>  Understanding and valuing our customer needs to make sure we provide quality customer service.		<b>BUILD AND ENHANCE RELATIONSHIPS</b>  Collaborating and working with our people and community.		<b>PLAN, ORGANISE AND DELIVER</b>  Performing work to the best of our ability to deliver successful outcomes for our people and community.	
<b>FUTURE FOCUS</b>  Identifying ways we can do better and anticipating future opportunities.		<b>PEOPLE DEVELOPMENT</b>  Looking after the personal and professional growth of our people.		<b>MANAGE HEALTH AND WELLBEING</b>  Recognising the importance of staff health and wellbeing.	
		<b>SAFETY AND RISK MANAGEMENT</b>  Prioritising safe and ethical behaviour and decision-making in everything we do.			

## Customer Service and Communication

Demonstrates commitment to a high standard of service to customers and the community.	<ul style="list-style-type: none"> <li>• Is helpful, shows respect, courtesy and fairness with staff and customers</li> <li>• Demonstrates empathy and a willingness to assist</li> <li>• Communicates information clearly</li> <li>• Listens and asks questions to understand customer needs and point of view</li> <li>• Proactively seeks solutions and keeps customers informed of progress</li> <li>• Operates within council procedures and policies</li> <li>• Writes in a way that is logical and easy to follow</li> </ul>
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## Build and Enhance Relationships

Works co-operatively and effectively with others.	<ul style="list-style-type: none"> <li>• Demonstrates clear, open and honest communication</li> <li>• Works constructively to resolve conflict</li> <li>• Shows enthusiasm to help others</li> <li>• Listens and respects the value of different views, ideas and ways of working</li> <li>• Builds and sustains positive relationships with staff and customers</li> <li>• Actively participates in team and other activities</li> <li>• Keeps others informed and seeks clarification when required</li> </ul>
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## Plan, Organise, Deliver

Organises and prioritises own work to meet work commitments.	<ul style="list-style-type: none"> <li>• Demonstrates effective use of time and resources to meet expectations and achieve outcomes</li> <li>• Understands what is required of the role and how this contributes to team priorities</li> <li>• Keeps appropriate people informed on progress of tasks and projects</li> <li>• Seeks information when required, demonstrates initiative</li> <li>• Undertakes to complete all tasks with a positive, can-do attitude</li> </ul>
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**Future Focus**

<p>Looks for improvements and is adaptable to change.</p>	<ul style="list-style-type: none"> <li>• Understands council vision and purpose and how their role fits in</li> <li>• Is willing to adapt to changing processes, systems, technology and environments</li> <li>• Looks for improvements and better ways of doing things</li> <li>• Seeks support and clarification when required</li> </ul>
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**People Development**

<p>Welcomes opportunities for learning and self-development.</p>	<ul style="list-style-type: none"> <li>• Displays council values</li> <li>• Reflects upon own performance</li> <li>• Seeks and acts upon feedback</li> <li>• Sets goals for personal and professional development</li> <li>• Finds ways to learn and improve in the completion of day-to-day tasks</li> <li>• Takes responsibility for own work and meeting job requirements</li> </ul>
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**Manage Health and Wellbeing**

<p>Takes responsibility for self-care and managing work-life balance.</p>	<ul style="list-style-type: none"> <li>• Demonstrates effective time management and prioritising of tasks</li> <li>• Is aware of, controls and expresses their own emotions appropriately</li> <li>• Recognises when support is needed</li> <li>• Accepts responsibility for their own actions and outcomes</li> <li>• Is aware of the importance of self-care</li> </ul>
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**Safety and Risk Management**

<p>Takes responsibility for personal actions and reports safety and compliance concerns.</p>	<ul style="list-style-type: none"> <li>• Remains vigilant in ensuring a safe working environment for self and others</li> <li>• Is aware of risk and takes action to prevent problems</li> <li>• Reports hazards, incidents (including near misses) and compliance concerns in a timely way</li> <li>• Understands the importance of honesty and transparency</li> <li>• Avoids and discloses conflicts of interest and guards against the misuse of council resources and assets</li> <li>• Complies with policies and procedures</li> </ul>
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ATTACHMENT 2

FREQUENCY	% OF WORK DAY / TASK
Rare (R)	0-5%
Occasional (O)	6-33%
Frequent (F)	34-66%
Constant (C)	67-100%

INHERENT REQUIREMENTS OF THE JOB

Wodonga Council will provide reasonable adjustments to assist a person with a disability to perform these inherent requirements of the job.

TASK	DESCRIPTION	INHERENT REQUIREMENTS	DEMAND	FREQUENCY			
				R	O	F	C
Design work, inspections and administration	Desk and field based duties associated with the role	<ul style="list-style-type: none"> <li>Liaison with staff of all levels</li> <li>Liaison with external stakeholders</li> <li>Computer use</li> <li>Use of multiple software's</li> <li>Policy development and review</li> <li>Tender specification development</li> <li>Technical drawings</li> <li>Report writing</li> <li>Attend and facilitate meetings</li> <li>Site inspection</li> <li>Operate within a budget</li> </ul>	Sitting			X	
			Standing			X	
			Walking			X	
			Lifting < 10kgs floor to waist	X			
			Carrying < 10kg at waist height	X			
			Climbing			X	
			Bending		X		
			Twisting		X		
			Squatting		X		
			Kneeling		X		
			Reaching		X		
			Fine motor			X	
			Neck postures				X
			Accepting instructions			X	
			Providing instructions			X	
			Sustained concentration				X
			Major decision making				X
			Complex problem solving				X
			Supervision of others		X		
			Interaction with others				X
Exposure to confrontation	X						
Respond to change			X				
Prioritisation			X				