

## Position Description

<b>Position Title</b>	Manager, Project Management Office
<b>Department:</b>	Commercial, Transactions, Property Management and Development
<b>Reports to:</b>	Chief Commercial Officer

## Purpose of the Position

To provide Project Management Office specialist expertise within the Commercial function and more broadly across Housing Choices Australia as appropriate.

Reporting to the Chief Commercial Officer, the Manager, Project Management Office is responsible for delivering strategic planning projects considering the broader development environment, and innovative funding, joint venture and partner offers.

The role will be key to setting up Housing Choices approach to establishing a project management office from planning prioritisation to delivery of projects. The Manager, Project Management Office is the functional leader of project delivery and governance, providing advice, guidance and education on best practice and tools for project management. As well as provide project management rigor and support to the Commercial function of the Group, including the project management oversight of key social housing building developments and to other functions within H.

Additionally, the incumbent will review planning proposals and consider what Housing Choices could offer to remain competitive and be able to secure future development opportunities, potentially as part of consortiums.

## Cultural Alignment

Personal alignment with Housing Choices Australia's values is an important part of working with us.

- **We put people first**
- **We work together**
- **We trust and are trusted**
- **We learn and adapt**
- **We strive to be better**

## Specific Responsibilities

- Actively contribute to creating a high performing and collaborative team
- Develop solutions and deliver outcomes that reflect HCA's values, priorities, policies
- Contribute to the development and implementation of best practice for the Commercial team in accordance with HCA principles and policies.
- Develop effective internal relationships and collaborations to progress HCA's strategic agenda and outcomes for residents.

### Project Management Office Establishment

- Lead the organisational approach to project management including resource planning and management, preparing resource plans and the monitoring and reporting of project outcomes

- Establish an organisation wide project delivery and governance framework and develop appropriate tools to establish a project management office that builds project management capability across the organisation focused on a risk-based methodology
- Work with the Chief Commercial Officer and Executive Group to create a project management framework, project management artefacts that are easy to use and can be broadly adopted by the rest of the organisation for small, medium and large-scale projects.
- Works effectively across the business to coach and propose external and internal training and change initiatives that build organisational wide capability in project management, encourages the use of accessible PMO artefacts, good change management tools and recognising differences in risk and project requirements across small, medium and large-scale projects.
- Develop project portfolio prioritisation methodologies
- Coach and mentor project sponsors and managers
- Provide accurate project budget forecasting and monitor the accuracy of financial estimates across development projects
- Develop a business case for the implementation of a project management system to enable data and information to be reported to various internal stakeholders.

### **Project Management of Development Projects**

- Contribute to the delivery of efficient and effective local growth projects, local government relationships and significant large-scale new work
- Manage the coordination of information for planning and development projects; including the preparation of high-quality Executive team, Board and other briefs, correspondence and reports in relation to key projects
- Lead the implementation of continuous improvement in program management processes and provide leadership, on developing and fostering local government relationships
- Manage the systematic assessment, development, monitoring and review of projects, with significant focus on planning and stakeholder relationships, risk identification and mitigation and delivery of built form and community outcomes
- Contribute to the identification, development and resolution of policy, procedural and financial issues in relation to new projects
- Provide leadership on projects across teams to ensure effective delivery of programs
- Provide support to Business Development Manager in providing written material for project documentation

### **Stakeholder Engagement and Relationships**

- Build and maintain strong and effective working and business relationships with partners and stakeholders (both internal and external), including and Local Government partners
- Develop new partnerships that are essential to HCA being successful in the identification, analysis and delivery of new growth opportunities
- Support the positive working relationships with the Property Development and Assets Management team, Operations team and cross-functional bid teams (including Finance and Legal) by participating in opportunities, networks, consulting on key strategies

### **Quality Compliance**

- Ensure the implementation of quality control measures to assist in measuring that the quality of project plans and proposals are of the highest possible standard, represents good value for money, embraces good practice and is tailored to meet the agreed expectations
- Maintain and build upon existing and new stakeholder relationships
- Cultivate new stakeholder relationships and establish ongoing strong business alliances
- Develop opportunities and solutions for our business through close interaction with other industry organisations

- Ensure sufficient peer and Executive review of project inputs and outputs is undertaken in tight tender time frames
- Ensure attention to detail is maintained and assumptions challenged while considering the broader strategic and commercial approach
- Oversee the establishment of an effective business reporting framework that ensures compliance with all external reporting obligations

## You are part of something bigger

We are a diverse, dedicated and collaborative group of people who are strongly committed to making a difference in the community. You will play an integral role in helping us achieve our mission and vision. We provide an inclusive, genuinely positive and connected workplace and everyone working at Housing Choices Australia is expected to:

- Live our values everyday
- Work collaboratively to identify opportunities to deliver improved resident outcomes
- Always provide courteous and professional service
- Contribute ideas, energy and effort into achieving our strategic aspirations
- Establish and maintain excellent working relationships across our organisation
- Participate in ongoing learning opportunities including professional guidance, peer learning, formal learning, digital learning, knowledge sharing and feedback on performance
- Comply with all organisational policies and procedures, legislation and agreements, including gender equality and respect and occupational health and safety  
Contribute to the development and review of policies and procedures relevant to the role
- Comply with reasonable reporting and accountability requirements of the organisation and all mandatory reporting obligations to third parties and independent bodies, including but not limited to child abuse reporting and public officer reporting under the Independent Commissioner Against Corruption (ICAC) Act 2012.

## Key Relationships

**Internal** - Property Development Team, Managing Director, members of the Executive team and Board, Business Leadership Group (BLG), Commercial Team, Housing Services, state-based teams, Legal team, and Finance/Treasury team.

In assisting with broader organisational enterprise projects other internal stakeholders include:

- Executive Team, the Business Leadership Group including State General Managers
- Functional managers
- IT and Finance departments
- Risk & Compliance team
- People & Culture Department

**External** State-based housing authorities, other Government authorities, Federal Government departments or authorities, Local Government Areas, developers, builders, contractors and consultants, Philanthropy, service providers, Sponsors, owners of projects, Community Housing Industry groups

## Selection Attributes

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### Knowledge and Qualifications

- Relevant tertiary qualification in Planning, Social Sciences discipline, Public Sector Management or related discipline, or equivalent experience
- Project management qualifications such as Prince2 or PMBOK
- Capacity to support change and innovation and deliver creative and leading practice solutions
- Experience of the Project Management life cycle including competency in utilising system-driven tools to manage programs or projects.
- Proven experience in creating a Project Management Office including the implementation of structure, systems, processes and reporting.
- IT-savvy with experience in the implementation or upgrades of systems to enable a project management methodology to be imbedded into an organisation
- Understanding of quality systems, particularly in relation to social housing

### Experience

- Prior experience in establishing a Project Management Office with accessible artefacts and project management tools
- Proven experience and successful track record in a comparable role or discipline(s) in the public/community, private housing sector or transferable sector
- Experience a leadership position with multi-disciplinary staff and project management responsibility, policy or planning ideally gained in the Property Development sector
- Previous professional experience in a not-for-profit environment or relevant private industry

### Skills

- Strong influencing, negotiating and problem-solving skills and the ability to effectively negotiate with clients/stakeholders to achieve desired outcomes
- Highly developed written and oral communication skills
- Strong interpersonal skills including building and managing stakeholder relationships
- Well-developed conceptual, analytical and problem-solving skills
- Ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.

### Other Requirements

- Willingness to undertake all relevant screening and employment checks as applicable for the position and/or as required by HCA
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including people enduring housing stress, people with disability and people from a non-English speaking background
- Current driver's license and willingness to travel across HCA sites and interstate as required.

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

Job Holder \_\_\_\_\_

Date \_\_\_\_\_