

CITY OF WANNEROO POSITION DESCRIPTION – TEAM MEMBER

POSITION TITLE: Project Management Office Analyst	DIRECTORATE: Corporate Strategy & Performance	DATE: August 2019
REPORTS TO: Project Management Specialist	SERVICE UNIT: Customer & Information Services	LEVEL: 7
POSITION NUMBER: CE00020	SUB UNIT: PMO	ROLE FOCUS: Advice
ROLE BALANCE: (People/Scheduling/Technical) 10/10/80	JOB FAMILY:	ANZSCO CODE:

ORGANISATIONAL CONTEXT

The City of Wanneroo (the City) is an expanding and thriving Local Government on the northern fringe of the Perth Metropolitan area, located approximately 12km from the CBD at its nearest point and 62km at its furthest point. Our community, council and City administration are working actively towards our vision of building a future together by collaborating with all stakeholders.

DIRECTORATE CONTEXT

The **Corporate Strategy & Performance Directorate** addresses the full range of functions dealing with 'running the organisation'. This includes a coordinated approach to corporate planning, monitoring and reporting, whilst ensuring business processes and systems are effectively supported, reviewed and enhanced, and will facilitate continuous improvement, maintain high corporate standards and deliver long term financial sustainability.

POSITION CONTEXT

Under broad supervision of the Project Management Specialist, this position is accountable for the provision of quality outcomes in accordance with customer needs as outlined in the Service Plan and Performance & Development Review Conversation, by applying skills, knowledge, experience and judgement, guided by established policies, procedures and methods as well as the application of professional standards, education and training to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including consultants and contractors; vendors and suppliers; and City Leaders and employee.

A challenging aspect of the role is undertaking accurate and consistent work within a dynamic environment with regular interruptions and changing and competing priorities within tight timeframes.

The City values an agile workforce where people are engaged to deliver excellent customer outcomes and have the aptitude to adapt to changes in the internal and external environment. As such, all roles may be required to work in any Service Unit across the City and perform activities outside of those described in this position description, aligned to the incumbent's skills, qualifications and training. A positive, proactive approach to change is required.

FUNCTIONAL ACCOUNTABILITY

Provides a project management advisory service that supports the adoption of the Project Management Framework and increases project maturity throughout the City.

Encompasses an individual person delivering outputs to meet their own individual performance outcomes aligned to business objectives and set out in their annual performance review.

KEY ACCOUNTABILITIES

KEY RESULTS AREAS	OUTCOMES
Collaboration & Teamwork	<ul style="list-style-type: none">• Contributes to a cohesive team environment by sharing information, supporting and assisting colleagues in a proactive manner to meet goals and deadlines.• Thinks critically and actively collaborates with colleagues and Leaders.• Facilitates the development of business improvement initiatives.
Customers & Stakeholders	<ul style="list-style-type: none">• Acts as a point of contact for customers and stakeholders and responds to enquiries ensuring that these are addressed, resolved and/or re-directed for resolution.• Liaises with customers and stakeholders to deliver service excellence, ensuring that information is accurate, consistent, clearly communicated and issues are resolved in a timely manner.• Builds and maintains effective relationships with customers and stakeholders to support the implementation of the Project Management Framework and increase project maturity.
Efficient & Effective Delivery	<ul style="list-style-type: none">• Implements and maintains an Enterprise Project Management system, ensuring that the system meets customer needs and organisational requirements.• Maps, analyses and reviews project management processes, utilising process improvement and project management methodologies, identifying alternative solutions, assessing feasibility and recommending new approaches that align with business needs.• Research, analyses and reviews project management information, identifying emerging issues, developing evidence based options, and recommended solutions to resolve problems and mitigate risks.• Provides advice and guidance to customers and stakeholders on project management matters, in accordance with relevant policies, processes and procedures.• Prepares reports in functional area or activity tailored to the needs of the audience.• Processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.• Proposes innovation and business improvement initiatives within area of accountability activity.
Systems & Processes	<ul style="list-style-type: none">• Maintains relevant registers, databases and systems, ensuring that information is accurate, stored correctly and accessible as required and meets legislative requirements.• Follows the City’s administrative systems and processes, ensuring that information is accurate, stored correctly and accessible as required.• Contributes to the development of processes and procedures that support the work of the Service Unit.

Resources,
Governance,
Compliance & Risk

- Ensures knowledge of and complies with safety, legislative, regulatory, financial and administrative frameworks.
- Represents the City in an honest, ethical and professional way, ensuring adherence to the City's Code of Conduct.
- Demonstrates high and proactive concern for health, safety, environment, community and the City's reputation.

CAPABILITIES REQUIRED

Qualifications, Requirements and Experience:

- Qualification in relevant discipline such as Project Management Professional, PRINCE2 is required.
- Relevant experience in a similar role is required.
- Advanced experience in the efficient utilisation of information systems and technology.

Skills and Knowledge:

- Advanced computing, numeracy and literacy skills.
- Advanced organisational skills with the ability to prioritise competing tasks.
- Advanced communication and problem solving skills.
- Intermediate customer service skills.
- Intermediate research and analysis skills.
- Intermediate negotiation and influencing skills.
- Knowledge of process improvement methodologies.
- Knowledge of the practical application of occupational health and safety measures in the workplace including hazard identification in an office environment.

Key Stakeholder Relationships:

- Support the Manager Customer & Information Services and Project Management Specialist to assist them to carry out their roles.
- Communicate, engage and provide support / advice to relevant stakeholders and customers.

Role Authorities:

- Local Government Act Regulations and Act delegations, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and support at a Team Member level.

VERIFICATION

The content of this Position Description is an accurate statement. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months.

Leader Name

Veda Breuer

Date

23/08/2019

Signature

Next Up Leader Name

Doug Brett-Matthewson

Date

23/08/2019

Signature

