

CITY OF WANNEROO POSITION DESCRIPTION

POSITION TITLE: Project Manager – Customer Relationship Management	DIRECTORATE: Corporate Strategy & Performance	DATE: May 2022
REPORTS TO: Manager Customer & Information Services	SERVICE UNIT: Customer & Information Services	LEVEL:
POSITION NUMBER: TBA	SUB UNIT:	ROLE FOCUS: Direct
ROLE BALANCE: (People/Scheduling/Technical Work) 20/20/60	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 oversight of the Manager Customer & Information Services, applies specialist (technical) proficiencies to manage the implementation of a new Customer Relationship Management (CRM) system, while designing and implementing efficient work practices and work flows that ensure the City's corporate business objectives are achieved to meet current and anticipated changing organisational needs.

The role communicates with a range of customers and stakeholders including consultants and contractors; government departments and agencies; other local governments; the business community; vendors and suppliers; and City Leaders and employees.

A challenging aspect of the role is achieving multiple project objectives, given limited resources and tight deadlines, and the need to identify project interdependencies and balance competing demands and priorities. Additionally the role is required to manage complex and sensitive consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests. The post-holder will be resilient, tenacious, politically astute and able to engage with the community.

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

Accountable for leading and managing the Customer Relationship Management (CRM) project.

KEY ACCOUNTABILITIES

KEY RESULT AREAS	OUTCOMES
Provide Leadership	<ul style="list-style-type: none">• A positive and productive culture where project team members are engaged and accountable for their work, achieving on key deliverables.• Clear objectives, project deliverables and outcomes required of the project are identified, clearly communicated and key milestones achieved through the life of the project.• Project team member roles and accountabilities are clearly established and aligned with the Corporate Business Plan and City's vision and values.• Project team capacity and capability is developed through effective coaching, feedback and conflict resolution.
Think Strategically & Manage Change	<ul style="list-style-type: none">• Project activities are effectively managed, reviewed and continuously improved to meet identified objectives.• Change is effectively managed in the project, ensuring the desired outcome is achieved.• Policies, procedures and processes within specialist area or activity are interpreted, drafted and reviewed.• Innovative initiatives and business improvement strategies are recommended within area of project activity.
Engage Stakeholders and Customers	<ul style="list-style-type: none">• Project objectives are met through regular collaboration and engagement with customers and stakeholders.• Relationships with customers and stakeholders are effectively maintained through communication, negotiation and issues management, achieving the project's objectives.• Well researched, timely and accurate reports are developed and presented as related to project activities, tailored to the needs of the audience.• Capability within the project team is utilised effectively, achieving on key deliverables.• Specialist advice and information is provided to stakeholders on emerging project issues and recommendations to support project delivery in line with established plans, budgets, timeframes, and other project priorities.
Efficient & Effective Delivery	<ul style="list-style-type: none">• All aspects of project development and implementation, including preparing business cases and project plans; establishing appropriate governance; identifying, allocating and managing resources; meeting reporting requirements; delivering project outcomes in line with milestones, timeframes and budget; and, ensuring the project is in line with the City's project management framework.• Project interdependencies are identified and resources are leveraged to maximise efficiencies and achieve required organisation outcomes.• Strategies and tools for the continuous monitoring and evaluation of project are develop and implemented, including risk and contingency management, benefits realisation, and project impact and quality measures, to identify and address issues and assess project progress and overall effectiveness.• A culture of excellence in service delivery is evident through the conduct and performance of project team members' high standard of output, and quality communications with customers.• The project's overall achievement of set objectives is consistently attained.• Project processes and practices are continually reviewed, ensuring delivery of quality outcomes and results for customers.

- Manage Resources, Governance, Compliance & Risk
- Lead and manage a project team, including internal and external project staff, to deliver all key project milestones and outcomes
 - Project work processes, including setting tasks and priorities, managing work flow and allocating resources, is managed efficiently and effectively.
 - Allocated budgets are effectively managed, demonstrating cost effectiveness and efficiency in the use of rate payer's money in the pursuit of project objectives.
 - Adequate controls are in place to manage governance, compliance and risk across the project, as measured through the City's corporate risk framework.
 - 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:

- University degree in relevant discipline such as Information Technology.
- Demonstrated experience in managing complex projects associated with implementation of integrated software solutions particularly with delivering software as a service Customer Relationship Management systems.
- Project management certification or relevant industry experience.
- Demonstrated experience in preparation of tender specification documents and negotiation and managing contracts.
- C class Drivers Licence.

Skills and Knowledge:

- Extensive knowledge of relevant legislation and regulations.
- Advanced leadership skills.
- Advanced communication (written, verbal and public speaking) and problem-solving skills.
- Advanced research and analysis skills.
- Advanced negotiation and influencing skills.
- Advanced organisational skills.
- Advanced skills in the efficient utilisation of information systems and technology.
- Advanced knowledge of project management, resource planning and budget management.
- Knowledge of the practical application of occupational health and safety measures in the workplace, including risk assessment and control implementation.

Key Stakeholder Relationships:

- Provide advice and support the Manager Customer & Information Services and Director Corporate Strategy & Performance to assist them to carry out their roles.
- Provide accurate and specialist advice and guidance to the Manager and Director on the status of The CRM project and ensure that processes are administered in accordance with legislation and agreed policies, procedures, processes service level agreements or legal instruments.
- Provide support and guidance to project team members to sustain a team capable of producing the required outputs and adding value to the Directorate.
- Consult and engage with relevant stakeholders to gain their cooperation with the delivery of the new CRM system.

Role Authorities:

- Local Government Regulations and Act delegations as well as other relevant legislation, specific to the role.
- Required to exercise responsibility and use of initiative and judgment in problem solving and technical support at a Specialist 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

Tian Kotze

Signature



Date 18/05/2022

Next Up Leader Name

Noelene Jennings

Signature



Date 18/5/22