

Position Description

Project Manager and Business Analyst

Position Title	Project Manager and Business Analyst	Role ID	ITPMB1
Division	Corporate Services	Unit	Information Technology
Job Grade	8	Award	35
Reports To	Manager Information Technology		
Revised/Created	Created April 2021 July 2021 – Selection Criteria 1 updated		

Primary Objective

- Plan, lead, monitor and manage the successful delivery of Information Technology (IT) projects across the organisation ensuring the effective coordination of all systems infrastructure and corporate applications to meet organisational requirements.
- Assist Council's Business and Service Programs to refine and customise business processes and system parameters to more effectively utilise core and non-core corporate applications software.

Values Statement

What We Value

Living and loving the Tweed.

We look after people and places, explore all opportunities and are proud of our passionate approach.

We care about each other, choose to be here, and are in this together.

We have conversations where everyone can contribute and we are willing to have a go.

We put back in to make a difference, so that our Tweed community is even better tomorrow than it is today.

Organisational Environment

CORPORATE SERVICES

The Corporate Services Division provides a comprehensive range of support services across the organisation in the areas of human resources, risk, work health and safety, corporate compliance, audit, administration, governance, communication, customer service, corporate relations, finance, revenue, information technology, GIS and Integrated Planning and Reporting.

The Group supports the General Manager and the three operational Divisions in a participative and consultative environment aimed at facilitating organisational performance and competitiveness.

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Information Technology Unit

The Information Technology Unit is responsible for all the organisation's IT needs:

- Infrastructure team – a collective of professional staff who manage server infrastructure, network topologies, cyber security, control access to resources, software deployment, telephony, mobility and CCTV;
- Core Systems - Business Systems Administrators provide business process re-engineering, applications development, systems analysis, project management, product support, training and business solutions assistance to staff;
- GIS team supports Council's geographic information systems infrastructure and provides GIS application knowledge, training and assistance to Council's operating units and external customers;
- A Help Desk team, the front face of IT that provides a host of core 1st and 2nd level support functions directly to staff.

The work environment is busy, responsive to customer demands and requires regular adjustment of priorities and activities.

Council is committed to the principles of sustainability in all operations and responsibilities.

The Position

In this role you will manage the successful delivery of IT projects, to ensure project outcomes are achieved and enterprise solutions are delivered that are responsive to client/business user needs.

The position requires that IT projects are managed following best practice guidelines and Tweed Shire Council's formal project management framework, approach and methodologies to enable the achievement of consistent and quality project outcomes. IT projects will be undertaken within specified timeframes and approved budget, contributing to the organisation's ability to deliver excellence.

Ensure that project management capability is developed and maintained within IT by leading, managing and directing multi-disciplinary project team/s.

Lead IT projects using best practices in delivery and effectiveness for all areas in Council.

Participate in corporate projects and on project teams to ensure solutions are consistent with the organisation's IT strategy.

Develop processes and procedures for efficient and reliable delivery of Corporate Business Systems and ensure that they facilitate good management, effective business planning and budgeting, and adhere to statutory requirements.

Assist in the implementation of user-friendly IT systems, processes, policies and procedures that will assist managers and staff in understanding and analysing their operations from an IT perspective and its relationship to Council's Community Strategic Plan.

Provide expert advice and strategic input into the development of IT project deliverables to ensure they meet quality standards and comply with Tweed Shire Council's policies, strategies and technology architecture.

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The position is required to perform any other duties as directed by your Manager (within the broad scope of job grade, skills and training).

The work of the position includes, but is not limited to, the following:

Key Responsibility Areas	Associated Key Duties
1. Operational Management	<ul style="list-style-type: none">• Manage Council's IT project portfolio.• Manage projects to meet agreed quality, time and financial parameters.• Provide pro-active IT advice, consulting and service delivery.• Develop and implement consistent best practices/standards and processes, including decision and costing models, a business analysis methodology and project management methodology.• Identify and prioritise:<ul style="list-style-type: none">○ New IT solutions which would assist Council in achieving its strategic objectives, and○ New IT solutions which would provide cost savings for the Council; and○ requests for new IT solutions• Monitor and coordinate the evaluation of new technologies which might assist the Council in meeting its strategic objectives.• Liaise and coordinate with other IT staff and other Council stakeholders to manage project pipeline.• Collect, record and report, all relevant management information for IT projects teams.
2. Working within a Team Resource Development	<ul style="list-style-type: none">• Monitor and provide feedback on resources to ensure the forward plan of works will achieve timing, quality and financial requirements.• Participate in mentoring opportunities, share technical expertise and promote a supportive atmosphere where staff are encouraged to excel.• Develop and maintain a cohesive and collaborative team culture.• Provide leadership to the project team by consistently demonstrating best practice, including championing the implementation of new processes and procedures.• Contribute to the development and successful transition of team members to acquire a diverse range of IT project management skills.• Develop training plans for all staff.
3. Budget Development and Maintenance	<ul style="list-style-type: none">• Maintain project expenditure and capital investment within budget, and; actively manage budget risks on projects.• Manage the budget planning process for IT Projects• Benchmark, e.g. to monitor cost-effectiveness of resources on projects, and identify and implement improvements as required.

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4. Risk Management	<ul style="list-style-type: none">• Implement a systematic approach to identifying, managing and mitigating risks.• Identify and actively manage emerging issues and areas of risk for projects and systems.• Balance the cost of managing risk against any benefits from taking the risk.• Advise on and manage IT procurement and project risks for clients across the organisation.
5. Customer Service	<ul style="list-style-type: none">• Develop a client service model as part of a high-performing service-focused unit that understands and focuses on the needs of its clients.• Develop and maintain effective partnerships with key stakeholders and all customers, internal and external.• Ensure service delivery is consistent with Council standards.• Promptly attend to all customer enquiries courteously and effectively.• Treat customers in an aggrieved, emotional or difficult situation with empathy and sensitivity.• Coordinate stakeholders to ensure project needs are met promptly.
6. Communication and Consultation	<ul style="list-style-type: none">• Liaise with and engage, where necessary, with other Council's areas where a project may have an impact on their operations or assets.• Communicate proactively with clients to ensure early discussion and resolution of issues for the future work plan and projects.• Liaise with the project sponsor/owner over resources, timeframes, clarifications and alterations to project scope.• Utilise conflict resolution and/or negotiation skills as determined by the situation.• Participate and lead as required, meetings and group discussions.
7. Project Management	<ul style="list-style-type: none">• Work closely with project management teams across divisions to identify appropriate IT opportunities and develop IT solutions to meet their evolving business needs and ensure that it fits within the existing and future applications framework and the overall IT strategy of integration, including processes and workflows.• Undertake all aspects of project management on the suite of projects under the control of the position, including:<ul style="list-style-type: none">○ Developing project briefs with the stakeholders to ensure scope, funding, timing and success criteria are clearly defined.

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	<ul style="list-style-type: none"> ○ Ensure the development and maintenance of all project documentation including project plan, issues and risk register. ○ Effective planning, leading, monitoring and project management, including change management. ○ Identify, prioritise and manage project stakeholders, risks, resources, budgets and timing to enable early reporting and interventions and result in the successful delivery of the projects. ○ Ensure quality, budget, time, WHS, and Environmental Standards/targets are met on all projects under the control of the position. ○ Resolve conflicts and queries (both internal and external) to ensure completion of works to acceptable standards/targets. ○ Regular, accurate and concise project reporting utilising the corporate PM system. ○ Run project close-out including work as executed documentation, debriefs and lessons learnt. ● Build and maintain effective client relationships and communications.
<p>8. Project Work</p>	<ul style="list-style-type: none"> ● Ensure project office supports any unified service delivery initiatives, providing resources to those projects as required. ● Guide other business and IT teams on the Council's project management methodology. ● Participation in regular project progress meetings (for major projects) to ensure that resources are adequately provided and a balance is being achieved between meeting the operational requirements and project objectives. ● Projects are completed on time, cost and quality without impacting on operational support functions. ● Projects are reprioritised to accommodate changing business needs along with operational requirements, as required and reprioritisation communicated to relevant stakeholders.
<p>9. Change Management</p>	<ul style="list-style-type: none"> ● Implement projects appropriately ensuring that there is an effective business and people change management plan . ● Ensure that technical deployment is appropriate and documented. ● Ensure projects and the resultant systems are well documented . ● Demonstrate the benefits of the change(s). ● Train and/or facilitate groups as required.
<p>10. Continuous Technology Improvement</p>	<ul style="list-style-type: none"> ● Make recommendations to IT management team which may improve service delivery, customer satisfaction and system reliability. ● Have in place appropriate staff and team feedback and listening forums to identify opportunities to improve

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	<p>service delivery, customer satisfaction and system reliability.</p> <ul style="list-style-type: none">• Maintain quality procedures, develop systems documentation, document changes and assist in the development of standards as required.• Actively engage with business units to assist them in the identification and development of appropriate technology solutions to address their business needs/problems/issues.
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The position requires attention to detail, flexibility and the ability to contribute to the provision of client services across the work of the Unit. Also the capacity to respond to a busy work environment and provide other team members with assistance in times of high demand.

The position will apply Council's Enterprise Risk Management Policy and Protocol objectives as they relate to the position.

Health Safety and Environmental System (HSES) Responsibilities

In accordance with Council's Work Health and Safety Responsibility, Authority and Accountability Protocol all employees are required to perform their duties in accordance with their job category. WHS Risk Assessments, Safe Work Methods Statements, Standard Operating Procedures and site specific requirements and instructions.

For details of WHS Responsibilities, Authority and Accountabilities, staff and candidates are to refer to the following Protocol: [WHS Responsibilities, Authority and Accountabilities Protocol](#)

Compliance Training Requirements

In accordance with Council's legislative requirement under the Work, Health and Safety Regulation 2017, new staff will be provided with access to relevant training, information and instruction in order to safely perform their duties.

Infection Control and Immunisation Requirements

Council requires all incumbents occupying an identified position to undertake the course of immunisation outlined in the Infection Control Standard Operating Procedure.

For a complete list of identified positions and recommended immunisations, staff are to refer to the following Standard Operating Procedure: [WHS Infection Control Standard Operating Procedure](#)

Organisational and External Relationships

Organisational Relationships

- Unit manager
- Other divisional managers
- Direct reports
- IT Staff
- Other Council Staff

External Relationships

- IT Suppliers, Vendors and Solution Providers
- IT Contractors and Consultants

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Location of Position

The position will be required to work out of any of Council's administrative offices, Depots or any other location within the Shire as directed by the supervisor. Transportation to and from work and to perform the duties of the position, is the responsibility of the employee. When a driver's license is a requirement of a position, the license class is included in the Selection Criteria.

Delegations and Authorities

Position of Trust

This position has been identified as a Position of Trust based on the duties and responsibilities of the position.

It is a condition of employment that employees occupying a Position of Trust provide consent on request, for the conducting of position specific identity and suitability checks e.g. Police and Credit Checks etc. These checks need to be reconfirmed on a regular basis.

Selection Criteria

1. Degree in Information Technology, Computing Science, IT Project Management or related discipline along with demonstrated experience working in a similar role.
OR
Demonstrated extensive industry experience in IT Project Management
2. Demonstrated IT Project Management experience at a senior level with the ability to manage multidisciplinary projects simultaneously with a track record of on-time and within budget project delivery.
3. Demonstrated and proven knowledge and experience in leading IT Projects in a substantial IT and business environment with hands-on experience managing applications development projects throughout the systems development lifecycle and/or Agile methodology.
4. Demonstrated experience in development methodologies, e-business technologies and applications, relational database development and management, programming tools and techniques; with demonstrated knowledge and application of Object Oriented methodologies and Systems Life Cycle, according to best practice standards, including knowledge of AS 3901/ISO 9001 standards, with practical knowledge of workflow and Business Processes (re)design.
5. Extensive technical and practical experience in IT, including knowledge of business process re-engineering, business change management and process improvement implementation techniques.
6. Demonstrated understanding of current industry trends, best practice and priorities relating to IT; and ability to research, develop, implement, monitor and evaluate a range of options related to service and management of processes and systems
7. High level oral and written communication skills including client liaison and conflict resolution, including the ability to verbally communicate clearly and effectively as well as proven ability to write appropriate and accurate documentation, memos and reports.

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8. Demonstrated competence in managing multiple priorities to meet project and program management deadlines; with demonstrated high-level analytical skills and the ability to make recommendations based on the analysis of business requirements and needs.
9. Strong commitment to high standards of client service and a professional approach to work and the ability to adapt to clients and colleagues needs.
10. Current Vehicle Licence – Car.

Desirable:

11. Demonstrated experience in Local Government business processes and applications; computer systems and cloud-based applications.
12. ITIL 4 Foundation.

Personal Attributes:

Personal Attributes and Cultural Fit will be addressed at interview. Council is seeking personal attributes and work values consistent with Council's Corporate Values.

The table below details the minimum behavioural standards expected of incumbents of this position. [View the full Tweed Shire Council Capability Framework](#)

Personal Attributes	Minimum Standard
Manage Self	Highly Adept
Display Resilience and Adaptability	Highly Adept
Act with Integrity	Highly Adept
Demonstrate Accountability	Highly Adept
Relationships	
Work Collaboratively	Highly Adept
Communicate with a Customer and Community Focus	Highly Adept
Influence and Negotiate	Highly Adept
Results	
Plan and Prioritise	Highly Adept
Think and Solve Problems	Highly Adept
Deliver Results	Highly Adept
Workforce Leadership (supervisory roles only)	
Manage and Develop People	N/A