


POSITION DESCRIPTION

ROLE STATEMENT	
Position Title	General Manager, Project Office
Division	Project Management Office
Reports To	Chief Executive Officer
Date	May 2010

Responsible for

Directing projects across the business to ensure the effective delivery of multiple simultaneous projects and business transitions. Keeping abreast of PMO best practice, developing PMO standards & methodologies, and ensuring all project and business transitions are successfully and consistently planned, monitored, documented, executed, reported and operationalised.

Supervises

Project Managers, Senior Business Analysts, Business Analysts, Associate Business Analysts and project staff.

Main Activities

- Contribute to Strategic and Business Planning to ensure project mix is aligned to business strategy.
- Defining and implementing projects and/or business transitions, governance and compliance processes.
- Coordinating multiple streams or projects to represent a single view (program management).
- Developing and implementing PMO standards.
- Program/project management methodologies.
- Ensuring specialist project management methodologies, tools and templates are applied and used effectively on all projects.
- Undertaking project “health checks” to ensure projects or business transitions are delivered in alignment with the organisation’s strategic direction.
- Performing post-implementation project reviews to determine benefits realisation and achievement of project objectives.
- Managing project integration activities (including outsourced/contracted work or vendors).
- Mentoring, supporting and regularly engaging project teams to enhance the organisation’s project capabilities.
- Foster an environment that encourages open, honest and positive communication.
- Proactively work with stakeholders to minimise roadblocks.

- Regular communication and project tracking reports to sponsors, Executive team and Board.
- Ensure programs/business transitions are effectively communicated to the business.
- Regular communication with end users and key stakeholders.
- Appraise when required with trustees.
- Ensure open communication with Vendors.
- Application of qualified and skilled project resources.
- Managing project and business transition budgets.
- Establishing project ROI through CBA and managing financial aspects of all projects to achieve agreed success measures and return on investment.
- Understand and adhere to Pillar's risk management policies and practices, whilst ensuring project risks & issues are identified and tracked.

Key Skills

- Exceptional project management skills.
- Superior understanding and consistent application of project including scope, cost, quality, risk, procurement and integration.
- Change management competencies including HR and communications.
- Exceptional SDLC execution skills, and an understanding of Business Architecture.
- Strong knowledge and experience in Superannuation and or financial services.
- Sound knowledge of organisational project governance framework.
- Ability to develop productive relationships with industry providers, key users and key stakeholders.
- Effective leadership and people management skills coupled with skills in communicating with end users.
- Highly developed coaching and facilitation skills.
- Strong business acumen and strategic thinking skills.
- Ability to apply HR, communication, analytical and conceptual thinking skills to operations and systems planning.
- Diplomacy and negotiations skills.
- Exceptional time management.
- Commitment and capacity to implement EEO, OH&S, ethical practices and cultural diversity policies and practices.

Internal Contacts

- Executive Team

- Business Sponsors
- Other Managers in Operations
- IT
- User Groups
- Finance
- Human Resources
- Business Analysts & Project Managers

External Contacts

- Trustees
- Contractors
- Vendors

Typical Experience and Qualifications

At least 7 - 10 years in Project Management, coupled with relevant tertiary qualifications in a relevant discipline.