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| Tiered IT Project Manager Information Technology |  |
| Our purpose **Manaaki tangata, Manaaki whānau**  We help New Zealanders to be safe, strong and independent | |
| Our commitment to Māori As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori,  whānau, hapū, Iwi and communities to realise their own potential and aspirations. | |
| The outcomes we want to achieve  |  |  |  | | --- | --- | --- | | New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential | | |
| We carry out a broad range of responsibilities and functions including  |  |  | | --- | --- | | * Employment, income support and superannuation * Community partnerships, programmes  and campaigns * Advocacy for seniors, disabled people  and youth | * Public housing assistance and emergency housing * Resolving claims of abuse and neglect in  state care * Student allowances and loans | | |
| ****Our strategic direction****  |  |  |  | | --- | --- | --- | | **Mana manaaki** A positive experience every time | **Kotahitanga** Partnering for greater impact | **Kia takatū tātou** Supporting long-term social and economic development | | |
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| ****He Whakataukī\*****  |  |  | | --- | --- | | Unuhia te rito o te harakeke Kei hea te kōmako e kō? Whakatairangitia, rere ki uta, rere ki tai; Ui mai ki ahau, He aha te mea nui o te ao? Māku e kī atu, He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbush Where will the bellbird find rest? Will it fly inland, fly out to sea, or fly aimlessly; If you were to ask me, What is the most important thing in the world? I will tell you, It is people, it is people, it is people | | ***\**** *We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī* | | | |

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| Position detail |
| **Overview of position**  The Project Manager will be responsible for leading and managing the delivery of complex projects across a broad spectrum of platforms, covering development, infrastructure and cloud domains. As project manager you will manage end to end delivery of complex systems and product solutions using an Agile approach for project delivery. Utilising your strong project stakeholder engagement skills you will ensure communications are clear and keep business partners and stakeholders engaged and informed at all times.  Dependant on project requirements, you may be asked to act as Scrum Master ensuring Scrum and Lean/Agile principals are understood and enacted across the team/ and or group. As Scrum Master you will be responsible for coaching and developing the team, ensuring they deliver quality service outcomes.  As a senior or and highly experienced and skilled project manager you will be expected to take on responsibilities beyond the scope of the position description when required.  **Location**  National Office, Wellington  **Reports to**  Programme Director |
| Key responsibilities **Project Management**  The IT Project Manager will:  Takes full responsibility for the definition, documentation and successful completion of complex projects (typically with significant business, political, or high-profile impact, and high-risk dependencies). Selects methods and tools, using iterative techniques where appropriate, ensuring that effective project control, change control, risk management and testing processes are maintained. Monitors and controls resources, revenue and capital costs against the project budget and manage expectations of all project stakeholders.  The Senior IT Project Manager will:  Takes full responsibility for the definition, approach, facilitation and satisfactory completion of medium-scale projects (typically with direct business impact and firm deadlines). Identifies, assesses and manages risks to the success of the project. Ensures that realistic project plans are maintained and ensures regular and accurate communication to stakeholders, consistent with the methods in use (agile, waterfall, etc.).Ensures Quality reviews occur on schedule and according to procedure. Manages the change control procedure, and ensures that project deliverables are completed within agreed cost, timescale and resource budgets, and are signed off. Provides effective leadership to the project team, and takes appropriate action where team performance deviates from agreed tolerances.  **Requirements and Definition Management**  The IT Project Manager will:  Investigates operational requirements, problems, and opportunities, seeking effective business solutions through improvements in automated and non-automated components of new or changed processes.  Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems, and identifies options for consideration. Works iteratively with stakeholders, to identify potential benefits and available options for consideration, and in defining acceptance tests.  The Senior IT Project Manager will:  Facilitates scoping and business priority setting for large or complex changes, engaging senior stakeholders as required. Selects the most appropriate means of representing business requirements in the context of a specific change initiative. Drives the requirements elicitation process where necessary, identifying what stakeholder input is required. Obtains formal agreement from a large and diverse range of potentially senior stakeholders and recipients to the scope and requirements, plus the establishment of a base-line on which delivery of a solution can commence. Takes responsibility for the investigation and application of changes to programme scope. Identifies the impact on business requirements of external impacts affecting a programme or project.  **Relationship Management**  The IT Project Manager will:  Identifies the communications needs of each stakeholder group in conjunction with business owners and subject matter experts. Translates communications / stakeholder engagement strategies into specific tasks. Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. (For example, may oversee the organisation's promotional/selling activities to one or more clients, to ensure that such activities are aligned with corporate marketing objectives). Negotiates with stakeholders at senior levels, ensuring that organisational policy and strategies are adhered to. Provides informed feedback to assess and promote understanding.  The Senior IT Project Manager will:  Builds long-term, strategic relationships with senior stakeholders in the largest client organisations (internal or external). Acts as a single point of contact and facilitates access to colleagues and subject experts. Maintains a strong understanding of clients’ industry and business, assists clients in the formation of IT strategies, and acts to ensure that they are offered products and services aligned to these strategies. Negotiates at senior level on technical and commercial issues. Influences the development and enhancement of services, products and systems, and oversees the management and planning of business opportunities. Oversees monitoring of relationships and acts on relevant feedback.  **Business Risk Management**  Carries out risk assessment within a defined functional or technical area of business. Uses consistent processes for identifying potential risk events, quantifying and documenting the probability of occurrence and the impact on the business. Refers to domain experts for guidance on specialised areas of risk, such as architecture and environment. Co-ordinates the development of countermeasures and contingency plans.  **Governance**  Reviews information systems for compliance with legislation and specifies any required changes.  Responsible for ensuring compliance with organisational policies and procedures and overall information management strategy.  **Financial Management**  The IT Project Manager will:  Monitors and maintains all required financial records for compliance and audit to all agreed requirements. Assists all other areas of IT with their financial tasks, especially in the areas of identification of process, service, project and component costs and the calculation and subsequent reduction of all IT service, project, component and process failures. Contributes to financial planning and budgeting. Collates required financial data and reports for analysis and to facilitate decision making.  The Senior IT Project manager will:  Advises on financial planning and budgeting. Develops financial plans and forecasts. Monitors and manages IT expenditure, ensuring that all IT financial targets are met, and examining any areas where budgets and expenditure exceed their agreed tolerances. Assists with the definition and operation of effective financial control and decision making, especially in the areas of service, projects and component cost models and the allocation and apportionment of all incurred IT costs. Analyses actual expenditure, explains variances, and advises on options in use of available budget.  **Change Management**  The IT Project Manager will:  Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). Seeks authority for those activities, reviews the effectiveness of change implementation, and suggests improvement to organisational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.  The Senior IT Project manager will:  Sets the organisation's policy for the management of change in live services and test environments. Ensures effective control and treatment of risk to the availability, performance, security and compliance of the business services impacted. |
| Embedding Te Ao Māori |
| * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the status quo of MSD. * Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi. |
| Health, Safety and Security |
| * Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework * Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures |
| Emergency Management and Business Continuity  * Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team. * Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures. |
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| Know-how  * Experienced in the delivery of projects in an Agile environment. * Experienced (preferably certified) Scrum Master, with experience of other project frameworks. * Ensure that the team adheres to Scrum theory, practices and rules, and work as a servant leader within the project team. * Managing the end-to-end delivery of complex system solutions, establishing and controlling project constraints and scope. * Tertiary degree or equivalent experience. * A real interest in problem solving and focused on results. * Experience in the use of tools and techniques to facilitate effective project delivery. * Exposure to or awareness of all phases of software development projects including analysis, systems design, development and testing approaches. * Providing clear ownership for and visibility of the resolution of all project risks and issues. * Lead improvements to the efficiency and effectiveness of the project delivery service and contribute to the identification of areas of improvement. * Formal training in project management methodology, project workshop facilitation, and project estimation. * Ability to accomplish day-to-day work within these project management skills areas: project communication management, project cost management, project human resources management, project scope management, project risk management, project time management, project quality management, project integration management, project procurement management, and product and vendor management. |
| Attributes  * Autonomy - Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and assigns levels of responsibility. * Influence - Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. Has significant influence over the allocation and management of resources appropriate to given assignments. * Complexity- Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. Understands the relationship between own specialism and wider customer/organisational requirements. * Business skills - Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives. Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. Assesses and evaluates risk. Communicates |
| Key Relationships **Internal**   * Chief Information Officer * Manager and team * IT Mangers (including Senior CIO Advisor, Projects, IT Applications, Customer Services, Infrastructure and Services) * Other MSD business units including members of the Leadership Team, other senior managers and business managers and staff   **External**   * Third party vendors * Central Agencies staff (as required) * Various IT suppliers and external consulting firms |
| Other **Delegations**   * Financial - No * Human Resources - No   **Direct reports -** No  **Security clearance** - No  **Children’s worker** No |
| Limited adhoc travel may be required  **Position Description Updated:** August 2020 |