



Position Description

ICT & PMO Business Partner

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

POSITION TITLE:	ICT & PMO Business Partner
Award Classification:	Band 8
Department:	Digital and Technology Services
Division:	Customer, Operations and Infrastructure
Date Approved:	June 2022
Approved By:	Chief Information and Innovation Officer

ORGANISATIONAL RELATIONSHIPS:

Reports To:	Head of Solution Delivery and Improvement
Supervises:	Business Analysts and Other Project resources
Internal Stakeholders:	Council Employees and Managers, Executive Team and Councillors
External Stakeholders:	Residents, members of the public, government representatives, Statutory Authorities, clients, suppliers, consultants and Contractors.

POSITION OBJECTIVES

- Serve as a business relationship link between Digital and Technology Services and internal and external customers.
- As Program Management Office provides guidance, advice and supports ICT Program and Project Leads with the development and implementation of projects, including project plans, policies and solutions and contributes to issue resolution and escalation, research, analysis activities and planning and monitoring activities.
- Ensure, administrative support, reporting and governance oversight to the Delivery Team, Program Manager, Project Managers and maintains tools, processes, and documents used by the Program/projects.



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- Implementation of Quality Assurance projects, along with ongoing oversight and reporting of resulting actions to ensure successful delivery of key milestones
- Seek opportunities and drive continuous improvement in the Council.

KEY RESPONSIBILITY AND DUTIES

- Lead the engagement, communication and strategic alliances between Digital and Technology Services and the organisation, supporting the implementation of the technology roadmap.
- Monitor the demand for digital and technology services.
- Provide advice to the broader organisation on how the department could help solve business problems and risks.
- Project and Contract Management of independent Quality Assurance projects, along with ongoing oversight and reporting of resulting actions
- Identify, plan, prioritise and deliver continuous improvements, and technology & innovative initiatives.
- Assemble and organise a team with a combination of skills and knowledge required to deliver identified improvement opportunities and initiatives.
- Manage the end-to-end delivery of technology and non- technology initiatives within approved resources, budget and timing targets.
- Provide leadership, direction and oversight to the team, ensuring solutions and products target specific, pre-defined business problems and risks.
- Regularly engage with internal and external customers (e.g. library patrons) in order to provide progress updates and ensure alignment to their expectations and requirements.
- Provide strategic thought leadership with regards to the role ICT plays in executing the Council Plan.
- Develop and promote a continuous improvement mindset and capability across Council.
- Provide input into ICT risk mitigation strategies.
- Contribute to the development of project plans under the guidance of a Program or Project Leads
- Work closely with relevant stakeholders to define customer problems and risks.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Has accountability to lead and manage the business relationship between the Digital and Technology function and its internal and external customers, understand the business problems and promote continuous improvement.
- Has authority to assemble and organise resources within the Solution Delivery & Improvement team to deliver strategic plans and solutions as well as different types of improvement opportunities and initiatives. Escalate to the line manager where resources outside of the team may be required.



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- Have freedom to act in accordance with policies, objectives, budgets and regular reporting to fulfil duties in line with the Program Vision, Program Management plans, Council Plan and Organisational Strategy.
- Accountable for the management of day-to-day workload and meeting deadlines

JUDGMENT AND DECISION MAKING

- Partner with peers and colleagues within the department to ensure a clear understanding and delivery of the business architecture changes required to deliver business outcomes.
- Based on experience and best practices, develop well defined methods, procedures and processes for the planning and delivery of opportunities and initiatives, after effective analysis and research.
- Ability and confidence to make informed decisions and recommendations based on knowledge of policies, procedures, governance and reporting standards (including CoPP Risk Management Approach).

SPECIALIST SKILLS AND KNOWLEDGE

- Developed knowledge and awareness of a range of technologies and their practical applications in supporting business requirements.
- Strong knowledge in private and government sector.
- Strong understanding of ICT requirements, challenges and opportunities to understand business needs and propose solutions, whilst aware of the socio-economic and political context that these services integrate with.
- Strong understanding in conducting business process redesign, developing information, data, system and workflow diagrams.
- Strong knowledge of budgeting, accounting and financial procedures as they relate to the management of a program or project in a government environment
- Strong understanding of benefits realisation change management issues and their impacts on the organisation's overall capacity to deliver its goals.
- Developed capability to deliver high quality strategic business and technology planning artefacts that seamlessly integrate business demand and ICT supply.
- Developed working knowledge across technology and digital domains including new and emerging technologies.

MANAGEMENT SKILLS

- Advanced skills in managing and delivering multiple streams of work / projects of varying levels of complexity, within agreed timelines and quality standards.
- Work effectively in a team and contribute to team goals and objectives.
- Highly developed ability to operate as the key business contact representing the department in promoting technology, digital and data services and capabilities.



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- Ensure that you abide and promote the City of Port Phillip Employee Code of Conduct, applicable legislation and Council's policies and procedures.

OCCUPATIONAL HEALTH & SAFETY

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury
- Participate in the improvement of health and safety, including incident investigations and risk management processes
- Maintain knowledge of OHS issues relevant to your work

INTERPERSONAL SKILLS

- Highly developed facilitation, influencing, persuasion and negotiation skills, with the ability to influence and convince stakeholders and gain their cooperation.
- Highly developed interpersonal and relationship management skills, with the ability to build and cultivate effective partnerships with a diverse range of stakeholders.
- Strong written and verbal communication and presentations skills, with the ability to convey messages and explain technical concepts to a non-technical audience.

QUALIFICATIONS AND EXPERIENCE

- Bachelor's in Computer Science, Business Administration, or other related field plus broad, diverse and extensive experiences in a similar role. Post-graduate degrees in relevant fields are viewed favourably.
- Extensive experience of working as a business partner and developing and executing strategic plans and/or project portfolios or similar work.
- Certification in Scrum Master/Agile Project Management/BA certification or similar certifications are viewed favourably.

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.



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SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- sufficient proof of their right to work in Australia, and
- sufficient proof of their identity.
- Evidence of COVID-19 Vaccination in line with VIC Government Advice.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (*employee type with City of Port Phillip registered as the organisation*).

KEY SELECTION CRITERIA

- An outstanding business partner/PMO and a team player with a proven track record in building strategic alliances and leading the engagement and communication with senior level management, functional owners, external customers and executives.
- An experienced manager with demonstrated capability in managing the delivery of different types of projects / initiatives of varying levels of complexity, within agreed timelines and quality standards.
- Demonstrated highly developed facilitation, influencing and negotiation skills, with the ability to influence stakeholders and gain their cooperation.
- Demonstrated highly developed interpersonal and relationship management skills, with the ability to build and cultivate effective partnerships with a diverse range of stakeholders.
- Bachelor's in Computer Science, Business Administration, or other related field plus broad, diverse and extensive experiences in a similar role. Post-graduate degrees in relevant fields are viewed favourably.
- Certification in Scrum Master/Agile Project Management/BA certification or in similar fields are viewed favourably.