POSITION DESCRIPTION

POSITION TITLE	ERP Project Manager
DIRECTORATE - SECTION	Corporate Services – ICT Services
LEVEL - EBA	Negotiated Contract
RESPONSIBLE TO	Director Corporate Services

OUR VISION
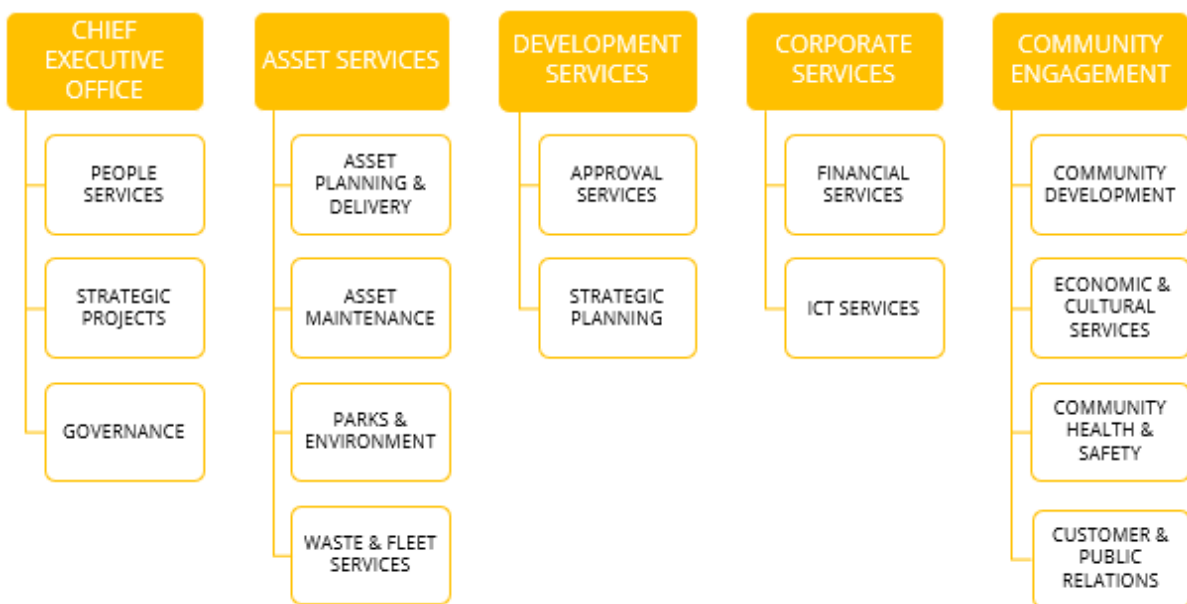Connected Communities, Valuing Nature and Creating our Future Together.

OUR SIMPLE GUIDING PRINCIPLES
Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

SERVICE
Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.

PROFESSIONALISM
Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.

QUALITY
Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS

CHIEF EXECUTIVE OFFICE	ASSET SERVICES	DEVELOPMENT SERVICES	CORPORATE SERVICES	COMMUNITY ENGAGEMENT
PEOPLE SERVICES	ASSET PLANNING & DELIVERY	APPROVAL SERVICES	FINANCIAL SERVICES	COMMUNITY DEVELOPMENT
STRATEGIC PROJECTS	ASSET MAINTENANCE	STRATEGIC PLANNING	ICT SERVICES	ECONOMIC & CULTURAL SERVICES
GOVERNANCE	PARKS & ENVIRONMENT			COMMUNITY HEALTH & SAFETY
	WASTE & FLEET SERVICES			CUSTOMER & PUBLIC RELATIONS

THE OVERALL OBJECTIVE OF THIS POSITION

The project manager is to ensure that the City's chosen Enterprise Resource Planning (ERP) solution is implemented and completed on time, on budget, within scope, to the business requirements and meeting quality standards using the most appropriate methodology. They must ensure success of the project by managing risks and minimising their impact throughout the life of the project.

KEY RESULT AREAS

CONSULTANCY
- Takes accountability for understanding requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required.
- Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements.
- Seeks to fully address the organisation needs, enhancing the capabilities and effectiveness of personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.

PROJECT MANAGEMENT
- 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.
- Adopts appropriate project management methods and tools whether predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.
- 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.

RELATIONSHIP MANAGEMENT
- Translates project communications/stakeholder engagement strategies into specific project activities and deliverables.
- 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.
- Provides informed feedback to assess and promote understanding.
- Facilitates business decision-making processes.
- Captures and disseminates technical and business information.

CHANGE IMPLEMENTATION PLANNING AND MANAGEMENT
- Creates the business readiness plan, taking into consideration IT deployment, data migration, and any business activities required to integrate new digital processes or jobs into the business as usual environment.

- Works with the Organisational Change Manager to assist with capability deployment (training and engagement activities) to ensure the business is ready to adopt new business processes and practices.

BENEFITS MANAGEMENT
- Identifies specific measures and mechanisms by which benefits can be measured and plans to activate these mechanisms at the required time.
- Monitors benefits against what was predicted in the business case and ensures that all participants are informed and involved throughout the change programme and fully prepared to exploit the new operational business environment once it is in place.
- Supports operational managers to ensure that all plans, work packages and deliverables are aligned to the expected benefits and leads activities required in the realisation of the benefits of each part of the change programme.

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.
- Coordinates the development of countermeasures and contingency plans.

WORKPLACE HEALTH AND SAFETY
- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY
Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)
Any of the following would be advantageous.
- Diploma in Project Management or
- PRINCE2© or
- PMP© or
- PMBOK©

SELECTION CRITERIA
1. Project management experience implementing an Enterprise Resource Planning (ERP) solution within a Local Government Authority.
2. Extensive experience in managing and coordinating diverse project team members, of varying skills.
3. Demonstrated experience in facilitating workshops and meetings, elicitation and gathering of information for the management, planning and delivery of large corporate wide system implementations.

4. Demonstrated experience utilising testing frameworks, methodologies, processes and procedures.
5. Demonstrated experience in managing the data cleansing and data conversions from a legacy system into a new solution.
6. Demonstrated vendor relationship management to minimise increased cost variations occurring and the schedule overrunning.

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Manager ICT Services
DATE PD REVIEWED/APPROVED: 28 May 2024