General Manager Project Delivery

Position Description

Grade	7.2	**Position number**	
Employment type	Ongoing	**Status**	Full time
Division	Service Delivery	**Direct / indirect reports**	9 / 90-100
Reports to	Director Service Delivery		
Date approved			

About CenITex

Our Vision	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
Our Purpose	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
Our Values	Our values are the foundation of our culture and guide how we work together: **RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE**

Division Summary

Service Delivery is responsible for the design, build, run and monitoring of services to customers of CenITex. This includes the detail design and development work; the delivery of project work; the provision of a stable production environment; the monitoring of the production environment for customer impacts; a delivery incubator for new services; and ensuring strong delivery assurance across all services being delivered to CenITex customers.

Position Purpose

This role has organisational accountability for CenITex's delivery of programs and projects, to ensure outcomes align with scope, schedule, quality, budget and strategic directions. The position will drive best-possible project delivery outcomes supported by existing governance and delivery assurance framework.

This position promotes a customer-centric culture by ensuring the customer is at the centre of all activities.

Key Accountabilities

- Oversee CenITex's delivery of programs and projects, to ensure outcomes align with scope, schedule, quality, budget and strategic directions.

- Lead and influence the organisation's thinking, planning and approach to project and program delivery and introduce processes and practice that maximises this capability.

- Lead the delivery of customer solutions demonstrating agility and efficiencies in process and programs driving to the most efficient and cost effective delivery of a program and/or project to the customer.

- Ensure best-practice testing methods are implemented and applied to facilitate seamless transition of projects into operations.

- Oversee and ensure compliance with governance framework, quality management and reporting requirements.

- Provide authoritative advice and guidance to the Executive Leadership Team and peers regarding strategic project and program management issues.

- Participate in and play a key role in long-term strategic planning, building strong relationships and working collaboratively with internal/external stakeholders and customers to achieve objectives.

- Oversee the business operations of the branch (business planning, people, governance, finance and performance).

- Provide strong direction and leadership, ensuring clear strategic objectives are in place to guide the work of the branch and all programs and activities are effective

- Foster a culture that appropriately models the vision, values and commitments; and ensure the safety, development and growth of employees within the branch.

- Any other duties as reasonably directed by CenITex.

Key Selection Criteria

1. **Specialist Expertise and Experience**

   Substantial knowledge, capability and senior experience directing large-scale project and programs across large complex organisations, with strong recognition as a leader in their field of expertise.

2. **Leadership Skills**

   Significant track record in developing and leading high performance teams, with proven ability to motivate, inspire and align teams to strategic priorities.

3. **Stakeholder Management and Influence**

   Superior stakeholder management skills with the ability to credibly communicate, negotiate and influence strategic outcomes at the most senior levels.

4. **Strategic Planning**

   Strategic thinker and commercially astute, with the ability to plan and deliver outcomes that advance the long-term interests of an organisation.

5. **Change Leadership**

   Demonstrated experience initiating and championing complex changes that deliver customer-focussed outcomes and return on investment.

Education and Qualifications

- Postgraduate tertiary qualifications in ICT, Engineering or Business and/or equivalent experience.
- Project Management Certification
- Membership of relevant professional associations would be highly regarded

Skills & Competencies

- **Business Partnering -** Creates partnerships with stakeholders to achieve mutual objectives and strategy.
- **Change Leadership -** Creates and improves their work group so that it raises its performance over time in changing circumstances.
- **Coaching -** Guides and helps others to develop the behaviours critical to the organisation's current and future success.
- **Customer Focus -** Provides an end to end customer experience and meets the customer's expectations and needs.
- **Innovative Decision-Making -** Makes effective decisions and innovations which make a step change in the performance of their work group.
- **Initiative -** Remains proactive and takes prompt action to accomplish goals.
- **Operational Awareness -** Is attentive to the opportunities and threats to the organisation.
- **Performance Management -** Ensures the appropriate performance of all direct reports over time.
- **Resource Management -** Manages all the equipment, materials, financials and human resources to meet the required output by the required time.
- **Results Orientation -** Continuously works towards the goal with high levels of effort to achieve it.
- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term.
- **Strategic Insight -** Is attentive to the opportunities and threats of factors external to the organisation.
- **Team Work -** Relates with others in their team to achieve the work group's goals over time

Other Relevant Information

- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.
- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to CenITex.
- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.

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