

Resource Manager

Position Description

Grade	6.1	Position number	
Employment type	Ongoing	Status	Full time
Division	Human Resources	Direct / indirect reports	0 / 0
Reports to	Director Human Resources Matrix reporting line to Director, Service Operations		
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

The Human Resources team partners with the business to achieve organisational objectives through the efficient and effective management of our people. This includes developing and implementing corporate and targeted people strategies, policies and tools and support required for CenITex.

Position Purpose

The Resource Manager is responsible for supply allocation and deployment of resources and skills across multiple projects and programs in order to fulfil demand and achieve business objectives. This position will work closely with the business, Human Resources and key stakeholders on recruitment, competency development and workforce planning matters.

Key Accountabilities

- Design and manage the enterprise resource plan. Forecast medium term resource demand and requirements for the organisation while identifying risk areas through monitoring, reviewing and reporting. Advise on realistic expectations for resources and provide alternate resource solutions where applicable.
- Plan and advise on resourcing requirements working in consultation with the business to define a strategic quarterly and annual outlook.
- Lead the design and implementation of a strategic long term workforce planning model, including processes and toolkits, for use throughout the organisation.
- Establish and maintain positive working relationships across the organisation, with a particular emphasis with Service Delivery stakeholders and PMO to understand the context of future priorities and customer projects.
- Partner with Human Resources to coordinate long term staff capability and resourcing requirements to ensure consistency of approach.
- Work closely with recruitment and the PMO in proactive market engagement of resource suppliers to align to workforce plan.
- Introduce continuous improvement measures in conjunction with key stakeholders to improve resource availability and quality.
- Manage regular resourcing meetings to prioritise medium to long-term resources for both internal and customer projects.
- Participate in Operations planning workshops focussed on resource and productivity.
- Benchmark strategic resource planning against industry best-practice.
- Analyse workforce data and develop responsive and innovative workforce strategies.
- Establish and lead an effective process to link the PMO short-term resourcing requirements with the long term enterprise workforce planning.

- Escalate resource planning decisions to the Director, Human Resources or Director, Service Delivery when required.
- Ensure that efficient reporting requirements are in place, liaising with stakeholders to understand their business needs and how resourcing can support them with provision of workforce information.
- Maintain accurate documentation regarding strategic resource allocation.
- Participate in associated recruitment activities as required.
- Any other duties as reasonably directed by CenITex.

Key Selection Criteria

1. Specialist Expertise and Experience

Proven experience managing resource and capability supply within a professional services and/or ICT sector to meet projected medium term forecasting.

2. Resource and Capability Management

Demonstrated experience in implementing processes, systems and tools that aid in the tracking and monitoring of people capabilities within an organisation.

3. Relationship Management and Influence

Proven capability in relationship management, conflict resolution and consensus building in high-pressure and demanding situations requiring strong communication and interpersonal skills with diverse stakeholders.

4. Business Partnering

Creates with stakeholders to achieve mutual objectives and strategy.

5. Operational Awareness

Attentive to the strategic imperatives and ensure resourcing and capability demands meet the fluctuating needs of our customers.

Education and Qualifications

- A relevant business tertiary qualification would be highly regarded.
- Basic understanding of Project Management methodologies, particularly Agile, would be highly regarded.

Skills & Competencies

- **Change Management** - Maintains and controls their work group so that it continues to perform over time in changing circumstances.
- **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.
- **Performance Management** - Ensures the appropriate performance of all direct reports over time.
- **Planning and Organising** - Plans own and team's schedules and resources so that their work is completed 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.
- **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.