

POSITION DESCRIPTION

Position Title:	Senior Project Manager, Technology and Enablement
Position Number:	100362
Work Unit/Division:	Knowledge & Technology/Operations
Classification:	VPSG 6.1
Salary Range:	\$142,790 to \$166,938 per annum plus 12% employer superannuation contribution
Employment Type:	Fixed Term (12 months)
Position Reports to:	Chief Information Officer
Location:	Level 2, 570 Bourke Street, Melbourne Vic 3000

About Us

The Victorian Ombudsman (VO) provides a free, independent, accessible and impartial service to the public. Our purpose is to ensure fairness for the public in their dealings with the Victorian public sector, to improve public administration, and engage within both public organisations, the government sector and the broader community. The *Ombudsman Act 1973* (Vic) is the governing legislation.

The VO's role is to ensure that the services of state and local government, and other public organisations are delivered in a fair and reasonable manner that is compatible with the *Charter of Human Rights and Responsibilities Act 2006* (Vic) and that human rights have been taken into consideration in decision making.

About the Role

The Senior Project Manager, Technology and Enablement leads end-to-end technology-enabled business change in accordance with organisational priorities, governance arrangements, delegated authority and applicable Victorian public sector obligations.

Working collaboratively with business owners, affected users, executive sponsors, delivery teams, specialist advisers and suppliers, the role plans and delivers fit-for-purpose, accessible and sustainable solutions within approved scope, schedule, budget, quality and risk parameters. It establishes effective governance, supports informed and transparent decision-making, manages procurement and supplier performance, and leads the organisational change, adoption and transition activities required to embed new capabilities and support measurable service, operational and benefit outcomes.

Success in the role requires a sound working knowledge of the Ombudsman Act 1973, the organisation's statutory functions and operating environment, and the ability to apply relevant legislative, regulatory and policy obligations throughout the project lifecycle, seeking specialist advice and assurance where required.

Key Accountabilities

- Lead discovery, investment analysis and initiation with business owners, affected users and subject-matter experts to define current-state problems, user and service needs, intended outcomes and measures, and develop options analyses, risk assessments, business cases and budget submissions.

- Plan and deliver technology-enabled business change within approved scope, schedule, budget, quality, risk and outcome parameters, applying proportionate delivery methods and adapting plans to evidence, emerging risks and changing priorities.
- Establish effective governance and assurance, including roles, decision rights, approvals, reporting and escalation pathways, and provide evidence-based advice and recommendations to sponsors, delegates and governance committees.
- Maintain integrated project controls and traceability, including plans, schedules, budgets, resources, validated requirements, acceptance criteria, benefits, reports and registers, tracing identified needs through deliverables to intended outcomes.
- Manage risks, issues, dependencies and changes by assessing causes, consequences and impacts, assigning owners, monitoring treatments and escalating matters outside tolerance or delegated authority.
- Manage financial performance through whole-of-life estimates, budgets, commitments, expenditure, forecasts, contingency and variance analysis, providing timely advice to business owners, sponsors and delegates.
- Lead procurement and contracting within delegated authority, working with authorised specialists to define requirements, undertake market analysis, source and evaluate solutions, negotiate arrangements and meet probity, conflict-of-interest and value-for-money obligations.
- Manage suppliers and delivery teams against agreed scope, deliverables, quality and service levels; allocate and coordinate work; address performance and capacity issues; manage variations; and verify delivery before recommending payment.
- Lead inclusive engagement, sponsorship and service design, involving affected users and staff early, using service evidence to shape accessible solutions, including assisted and non-digital pathways where required, and equipping sponsors to communicate, decide and remove barriers.
- Lead change, readiness and adoption through impact and stakeholder analysis, sponsorship, communications, consultation, training, change networks, support and reinforcement; manage resistance, saturation and wellbeing risks; and measure readiness, adoption and proficiency.
- Support outcomes and benefits realisation by establishing baselines, targets, measures, review dates and accountable business owners; monitoring sustained use and service performance; and adjusting delivery or enablement where outcomes are not achieved.
- Lead quality assurance, implementation, transition and closure through testing, acceptance, cutover, contingency and early-life support; secure operational ownership; assign residual risks and actions; capture lessons; and apply the Ombudsman Act 1973 and relevant privacy, security, records, accessibility, human-rights and information-management obligations, seeking specialist assurance where required.

Key Selection Criteria

1. Demonstrated experience leading complex technology-enabled business change end to end, with proven ability to apply proportionate delivery approaches, governance and assurance arrangements, achieve approved scope, schedule, budget, quality and risk parameters, and establish measurable outcomes, benefit measures and accountable business ownership.
2. Demonstrated experience managing integrated plans, schedules, resources, whole-of-life costs, forecasts, risks, issues, dependencies and changes, maintaining traceability between needs, deliverables and outcomes, and establishing proportionate quality, testing, acceptance and implementation-readiness arrangements.
3. Substantial experience developing and delivering integrated change and enablement strategies, including impact and stakeholder analysis, sponsor and people-leader activation, communications, consultation, training, readiness, change networks, reinforcement and measurement of adoption and proficiency.
4. Highly developed consultation, facilitation, negotiation and relationship-management skills, with the ability to influence executives, business owners, affected users, multidisciplinary teams, specialists and suppliers.

5. Highly developed analytical and written communication skills, with experience preparing evidence-based options, risk assessments, briefings, business cases and recommendations for executive sponsors, delegates and governance committees.
6. Demonstrated experience leading technology procurement and contracting end-to-end including, including requirements definition, market analysis, sourcing, evaluation, negotiation and contract development.
7. Demonstrated ability to lead multidisciplinary teams of internal staff, contractors and suppliers by establishing clear outcomes, responsibilities, performance expectations and ways of working and fostering an inclusive, respectful, psychologically safe and sustainable working environment.
8. Demonstrated ability to operate with integrity, impartiality, accountability and sound judgement in a public-sector or similarly regulated environment.

Desirable

- Relevant tertiary qualification in project management, business, information technology, organisational change or a related discipline, or equivalent substantial professional experience preferably with recognised certification or demonstrated applied competence in project delivery and change management, such as PRINCE2, PMBOK, Agile, Prosci, or equivalent methodology or framework.
- Experience delivering accessible public-facing or staff-facing digital services.
- Demonstrated experience managing medium-to-high complexity technology-enabled business change through implementation and transition to business-as-usual.
- Experience working within formal governance, procurement, financial and risk-management frameworks and/or working in the Victorian public sector, an integrity agency, an oversight body or another complex statutory or regulatory environment.

Capabilities

Knowledge and Skills	Capability Description
Project Delivery	Define work activities needed to deliver against outcomes intended in line with agreed timeframes, resources and ways of working
Lead and Navigate Change	Articulate changes needed, support individuals to successfully adopt change and achieve organisational goals
Critical Thinking and Problem Solving	Objectively analyse and evaluate available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions
Stakeholder Management	Identify stakeholders impacted by decisions, takes steps to keep interested parties engaged while managing expectations on outcomes
Business and Commercial Acumen	Consider the principles, practices and standards associated corporate services e.g., Finance, Procurement, IT and HR), and commercial value in business operations
Political and Organisational Context	Understand the relationship between political dynamics, regulatory or legislative requirements and diverse stakeholder perspectives to ensure service need solutions are fit for purpose
Personal Attributes	Capability Description
Outcomes Thinking	Think and work in diverse ways to create better public value for Victorians; Establish ways to clearly and effectively measure the impact of government activity
Working Collaboratively	Builds trust and rapport with others; Sets common goals through a high degree of empathy; Display willingness to share control and responsibility with peers the service, external partners, and community) in the delivery of work and outcomes

Flexibility and Adaptability	Adjust approach in line with changing priorities, is open to acquiring and developing skills and knowledge, adapt to new ways of working or organise work to deliver results
Resilience	Maintain a positive attitude and consistently deliver quality work in the face of challenging situations
Promote Inclusion	Embrace diversity, draw on insights into the community's beliefs, needs, and values to inform required actions
Self-Awareness	Has conscious understanding of the impacts of own behaviours, emotions, and thought processes; takes action to improve personal effectiveness

Responsibilities:

Environmental: VO is committed to lead by example, through environmentally sustainable practices in our workplace and activities.

OHS: Under section 25 of the *Occupational Health and Safety Act 2004* employees must take reasonable care of their own health and safety and that of others and cooperate with their employer in the workplace.

Recordkeeping Responsibilities: As an employee of the officer in charge of a public office, full and accurate records of the business of the office must be kept in accordance with Section 13(a) of the *Public Records Act 1973*.

Other relevant information:

All appointments to Victorian Ombudsman are subject to reference checks, pre-employment misconduct screening, Working with Children and criminal record checks.

Mandatory checks include:

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa.
- The successful applicant will be employed pursuant to the Victorian Public Service Enterprise Agreement 2024 and VO's relevant policies.
- Appointments will be subject to a National Police Check and Working with Children Check
- Completion of a conflict of interest and declarable associations form.
- Satisfactorily complete (as per legislation) a:
 - Statutory Declaration for recruitment purposes
 - Confidentiality Declaration
- All new employees are required to take an oath or affirmation on commencement.
- All new employees will refrain from engaging in any other remunerative employment without the explicit prior consent of the Ombudsman.

VO Values: Our values support our work towards a constructive culture. They act as a compass for how we work together and with others.

Fairness

- We pursue fairness in our work.
- We keep people at the centre of decision making and seek to address inequity.
- We treat each other and everyone with dignity, respect, and compassion.

Impact

- We make intentional choices to bring about meaningful and enduring change.
- We work with those we oversight to develop innovative solutions to improve the lives of Victorians.
- We bring creativity and curiosity to our work.

Trust

- We build trust with the community and government by listening and acting with independence and integrity.
- We strive to be a valued voice in improving public administration.
- We work in a spirit of openness and collaboration to support a constructive workplace culture.

All VO employees comply with the Victorian Public Sector Employees of Special Bodies values. These values require that public officials demonstrate responsiveness, integrity, impartiality, accountability, respect, leadership, and that they respect and promote human rights.