

## Position Description – Program Manager

<b>DIVISION &amp; TEAM</b>	Delivery, Solution Support	<b>REPORTS TO</b>	Delivery Transformation Manager or Head of Solution Support (or any other position as determined and advised by JSCL)
<b>BAND</b>	I		
<b>FUNCTIONAL RELATIONSHIPS</b>	<i>INTERNAL</i> <ul style="list-style-type: none"> <li>CLIENT LEAD, DELIVERY TEAMS, PRACTICE LEADS, FINANCE, LEGAL</li> </ul>	<i>EXTERNAL</i> <ul style="list-style-type: none"> <li>CUSTOMER STAKEHOLDERS</li> </ul>	
<b>DOES THIS ROLE HAVE DELEGATED AUTHORITY?</b>	NO	<b>IF YES, DELEGATED AUTHORITY AMOUNT</b>	\$

### 1. ROLE PURPOSE

- The person in this role assumes primary responsibility for overseeing the provision of and customer satisfaction with services or solutions provided by one or more of our delivery teams. Externally, they will engage with and support the customer in the identification, planning and scheduling of work. They will provide ongoing tracking and visibility of delivery, including progress updates, governance, risk management and continuous improvement. Internally, they will support the productivity and wellbeing of the assigned delivery teams and ensure commercial performance against our contracts.

### 2. KEY ACCOUNTABILITIES & EXPECTATIONS

#### Customer Engagement and Planning

- Develops and maintains appropriate customer communication channels and/or stakeholder groups
- Gathers information from the customer to understand their needs and desired business outcomes
- Works with the Sales Team to agree the strategic vision for the account and how we deliver upon it
- Supports the identification and shaping of new opportunities to align with our capabilities
- Acts as a day-to-day contact and first point of escalation for any customer concerns or issues
- Drives a great customer experience as evidenced through positive customer NPS

#### Delivery Execution

- Owns the overall delivery of our services and solutions in line with contractual commitments
- Ensures that appropriate ways of working are in place to support the agreed business outcomes
- Collaborates with the customer and delivery team on roadmap planning, prioritisation, and resourcing
- Communicates agreed information and metrics in regular project/program status reports
- Participates in the scheduling, preparation for, and running of regular governance meetings
- Anticipates project issues and risks, managing resolutions and mitigation strategies
- Tracking delivery of business outcomes against agreed cost, dates, quality metrics etc

#### Commercial success

- Works with the client lead and legal team to support the drafting, review, and negotiation of contracts
- Ensures that the team understands the basis of commercial performance including expected utilisation
- Supports the accurate and timely entry of timesheets and preparation of customer invoices
- Monitors the commercial performance of our contracts against budget (cost, revenue, utilisation. margin)

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### Supporting the team

- Provides guidance, mentoring & leadership across the delivery team
  - Supports the wellbeing of the delivery team, ensuring that they have the support required to deliver the assigned work
  - Ensures that the team have appropriate representation to the customer in terms of achievements, risks and issues
  - Ensures transparency of information about customer strategy and decisions that affect the team
  - Supporting the process of continuous process improvement (internally and externally)
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### Jade Values and Culture

- You know our values, what they mean to us and behave in line with them
  - Feedback regarding your behaviour in line with the values from your stakeholders is positive and you seek feedback on areas where you might feel challenged
  - You keep up to date with our vision and purpose, strategies and priorities. You ask questions if you don't understand and challenge when you have different ideas
  - You behave in line with our policies, procedures and legislative obligations
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### Personal Development

- You have an established training and development plan, in consultation with your People Leader and you commit to delivering against it each year
  - You engage in regular development conversations with your People Leader and actively work on areas of your development.
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### Safety & Wellness

- You actively participate in and support safety and wellness initiatives
  - You understand and comply with our safety and wellness policies and procedures including emergency procedures
  - Report all accidents and incidents, including discomfort and near misses promptly
  - You keep your work area tidy and clear of clutter and hazards
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*Other duties as may be reasonably required from time to time.*

## 3. PERSON SPECIFICATION

	ESSENTIAL	PREFERRED/DESIRABLE
Education/Training	<ul style="list-style-type: none"><li>• A relevant tertiary qualification</li></ul>	
Experience/Knowledge/Skills	<ul style="list-style-type: none"><li>• Extensive experience in delivering software development projects through multiple Agile teams, ideally including projects with budgets upwards of \$500k</li><li>• Ability to manage multiple initiatives and projects at the same time</li><li>• People management and leadership skills</li><li>• Ability to see the 'big picture' in identifying project interdependencies</li><li>• Planning and estimating skill plus budgeting &amp; resourcing experience in a project context</li><li>• Strong sense of urgency, focus on outcomes and drive for success with good time management skills</li><li>• Strong Interpersonal &amp; negotiation skills &amp; ability to work with all levels in the organisation.</li></ul>	<ul style="list-style-type: none"><li>• Experience in setting up these teams and establish Agile processes would be an advantage</li></ul>