

Position Description

Position Title	Strategic Project Management Office (PMO) Manager
Reports To	Executive Director – System Improvement and Development
Business Unit	System Improvement and Development (SID)
EMPHN Classification	Band 5

EMPHN Values

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. Our organisational values underpinning the work we do are:



Purpose of Position

The Strategic Project Management Office (PMO) Manager drives an enterprise-wide performance culture by establishing and embedding new and existing practices to support and uplift the organisation including:

- EMPHN's commissioning framework, including expert facilitation of co-design and co-commissioning processes in agreed strategic priority areas
- The application of human-centred design and co-design methodologies
- The implementation of planning, organisational performance monitoring and evaluation methodologies
- Continuous improvement culture and processes
- Performance reporting

The incumbent will facilitate the design and implementation for these processes through collaborating with, and providing support to, the Board, the Executive team and business areas, ensuring prioritisation of projects that will drive our strategy and that can be appropriately resources from within EMPHN.

Key Relationships and Stakeholders

Internal

- ELT and Board of Directors
- Business Leaders across the organisation
- EMPHN employees and contractors

External

- Representatives of key service providers in EMPHN catchment
- Government and Community Stakeholders

Key Accountabilities

Strategic PMO Leadership

- Lead the embedding of desired culture, consistent with EMPHN's values and behaviours, through proactive role modelling and leadership, including a practical and positive approach to health, safety, diversity, inclusion, wellbeing, and environment.
- Oversee a whole of organisation approach, to the delivery of the strategy and business plan, through facilitating analysis, evidence-based design and an integrated approach to planning, co-design and program/portfolio management.
- Establish and embed consistent organisational commissioning and design practices including:
 - EMPHN's commissioning framework.
 - The facilitation of co-design and co-commissioning processes in agreed strategic priority areas.
 - The application of human-centred design and co-design methodologies.
- Facilitate development, monitoring and reporting of the business planning and performance reporting process through:
 - Facilitating a consistent and efficient process of building the plan through consultation and collaboration across the business including working with the Board, the Executive team and business areas to ensure prioritisation of projects that will drive our strategy and are matched to resources.

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- Implementing an agile and adaptive quarterly process to allow progress to be assessed and re-prioritise when necessary.
- Implementing the organisations overall performance framework, including quarterly performance reporting against strategic indicators, progress indicators, and business plan activities.
- Partner with portfolio and program managers to identify and set performance standards and measures and provide timely and accurate information, reports and advice on performance, governance, risk management, finance.
- Facilitate and coach teams across EMPHN to effectively utilise the PMO, Commissioning, Planning and Performance Evaluation processes, driving an uplift in organisational capability.

Operational Leadership

- Lead the embedding of desired culture, consistent with EMPHN's values and behaviours, through proactive role modelling and leadership, including the modelling of a practical and positive approach to health, safety, diversity, inclusion, wellbeing, and environment.
- Provide leadership both formally and informally to ensure alignment and integration across all work in progress for planned outcomes.
- Effectively manage and lead the team to deliver planned outcomes, whilst developing, empowering and continuously improving including evaluating individual performance, professional development and knowledge management.
- Provide direction and guidance on delivering business priorities and organisational goals in an innovative manner.
- Build the engagement and motivation of others within EMPHN, through creating opportunities to contribute to continuous improvement of processes and achievement of outcomes, enabling informed and timely two-way and cross organisational communication, sharing successes, and building alignment to the strategy and business plan.
- Implement people strategies to enable optimum performance from the team through workforce planning, talent management, performance development, driving a learning culture, team building, and professional development.
- Assess and develop the professional capability and capacity of the team to ensure continued delivery and improvement of service outcomes and to prepare for future program needs.
- Lead, through role modelling and performance management, compliance with all policies, procedures and systems and manage work practices to comply with relevant regulatory and legislative requirements.
- Ensure effective working relationships are developed and maintained with the relevant teams to enable effective procurement, contract management and commissioning process are completed annually.

Innovation and Improvement

- Continuously improve and embed monitoring and evaluation into EMPHN's commissioning process and program design.
- Working within the context of the strategic plan and business plan, support the business to:
 - Identify priority areas within the catchment and utilise this to define redesign and improvement opportunities.
 - Engage and empower the team to initiate and implement improvement and build business case and performance indicators for improvement opportunities.

Business Management

- Maintain reporting to the CEO, ELT and Board facilitating strategic decision making, risk management and long-term planning.
- Identification, management and mitigation of risks in line with risk management policies and procedures.
- Provide timely and accurate reporting to key internal and external stakeholders, complying with regulatory requirements.
- Manage the implementation of quality systems within area of responsibility ensuring quality outcomes are achieved.

Qualifications

- Relevant tertiary qualifications in business management or significant planning /PMO leadership experience is preferred.
- Post Graduate qualifications in Project Management are desirable but not essential.

Key Capabilities, Skills and Experience

- Proven knowledge and demonstrable experience in PMO, Business Planning, measurement & evaluation methodologies.
- Proven strategic leadership focussing on the longer-term horizon inclusive of thought leadership and ongoing building of organisational capability.
- Experience working in a health environment (acute, primary care, community health) or similar services is desirable.
- Proven experience in managing change, organisational leadership and innovation in a not-for-profit organisation.

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- Demonstrated experience in leading and coaching others to improve performance, innovation and efficiency with a whole of organisation approach to individual and people leadership.
- Significant demonstrable experience in building partnerships with key stakeholders and internal managers to enable delivery of organisational priorities to be achieved.
- Strong interpersonal and influencing skills with a proven ability to gain the acceptance, support and cooperation of others to further strategic opportunities in health system redesign.
- Superior verbal and written communication skills to enable ideas and opinions to be expressed clearly and effectively.
- Ability to be agile and flexible in approach to work with a continuous improvement mindset.

Approval and Review

Approved by	Janine Wilson	Date:	1/02/2021
Signature			
Next Review Date	1 July 2022		