

POSITION DESCRIPTION

Position Title:	Project Management Office (PMO) Manager
Position Number/s:	OCEO-014
Employment Type:	Full Time, 5 Year Term
Agreement:	Charters Towers Regional Council Union Collective Certified Agreement 2023
Award:	Queensland Local Government Industry (Stream A) Award 2017
Classification:	Contract – 5 Year Term
Directorate:	Office of the Chief Executive Officer

POSITION OBJECTIVE

The Project Management Office (PMO) Manager is responsible for leading and managing Council's Project Management Office and the delivery of corporate and organisation-wide projects. This role ensures projects across the organisation adhere to standardised governance, methodologies and reporting frameworks. The position provides oversight, and guidance support ensuring Council has accurate, timely, and consistent project information to inform decision making and meet funding and governance compliance, in alignment with Council's strategic objectives.

It is expected this position will provide the Executive Leadership Team (ELT) and the Elected Body with high level understanding of Council's project delivery portfolio, including status, risks, and variances and work with ELT and Councillors to support informed decision making and mitigate emerging governance or compliance risks where they may arise.

ORGANISATIONAL VALUES



OUR VALUES

We are a *Community focused*
Team who are Respectful
and Consistent

ORGANISATIONAL RELATIONSHIPS

Reports to:	Chief Executive Officer
Directly supervises:	Project Officer, Business Analyst Property and Rating

DELEGATIONS

In accordance with Charters Towers Regional Council's Register of Delegations.

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KEY RESPONSIBILITIES

Governance and Standards

- Develop, implement and maintain Council-wide project management frameworks, policies and standards.
- Ensure Council wide project governance requirements are defined, understood, and applied proportionately across the project portfolio.
- Monitor adherence to project lifecycle processes, including initiation, planning, execution and closure.

Project Oversight, Delivery and Monitoring

- Provide centralised visibility and transparency of Council's project portfolio
- Directly manage and deliver nominated corporate, strategic, ICT, and organisation-wide projects on behalf of Council, in addition to overseeing projects delivered by other business units.
- Collect project status, risks, milestones and resource information from project owners for executive reporting and funding compliance.
- Identify delivery risks across the portfolio and escalate to ELT or project owners with advice on potential impacts and mitigation strategies.

Reporting and Analytics

- Maintain a consolidated project portfolio dashboard for executive and Council reporting.
- Provide regular updates on project status, risks and issues to ELT and Council.
- Analyse project performance data to identify trends and recommend improvements.

Risk and Issue Management

- Provide guidance on project risk management practices across Council's project portfolio.
- Escalate critical risks and issues to ELT with recommended mitigation strategies.
- Support project owners in identifying and managing operational or delivery risks

Stakeholder Engagement

- Act as the central point of contact for project governance and corporate project delivery within Council
- Collaborate with project owners, sponsors, and stakeholders to ensure alignment with strategic priorities and reporting requirements.

Continuous Improvement

- Drive maturity in project management practices across the organisation in line with Council's scale and capability.
- Identify opportunities for process improvement and implement best practice that improves efficiency rather than administration burden.

KEY CHALLENGES

Council's PMO is an evolving function, transitioning to a model that provides oversight, governance, and portfolio visibility while enabling project owners to manage project delivery. The key challenges for the role will therefore include:

- embedding a culture of compliance with PMO standards across diverse departments,
- managing competing priorities within a constrained resource environment while ensuring timely reporting and governance oversight,
- ensuring transparency and accountability in project delivery without assuming delivery responsibility and
- balancing the need for proportionate governance with simplicity and efficiency to avoid bureaucratic burden on project delivery.

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POSITION REQUIREMENTS

| Knowledge, skills and abilities |

Essential:

- Demonstrated experience in establishing, managing delivering projects through a PMO, preferably in a government or local government environment.
- Strong knowledge of project governance, portfolio management, risk management and end-end project delivery.
- Excellent leadership, communication and stakeholder engagement skills.
- Experience in implementing successful change and continuous improvement within a significant corporate function pursuing innovation and excellence in service delivery.
- Experience in engaging the community and stakeholders to ensure future direction and needs are clearly defined and met providing excellence in customer service.
- Ability to provide effective workforce management with a focus on performance, building workforce capability, a strong positive work environment, and a workforce culture consistent with Council's vision, mission and strategy.
- Competence in the effective management of human, financial, physical and other resources to achieve Council's business objectives and to meet the needs of the community.
- Proven ability to plan, coordinate, delivery and oversee project portfolios or programmes within defined governance and reporting frameworks.

| Education/Qualifications |

Essential:

- Tertiary qualification in Project Management, Business or related discipline, or suitable equivalent experience.
- Certification in project management methodologies (e.g. PMBOK, PRINCE2, PMP)

| Licences |

Essential:

- Possession and maintenance of a Queensland 'C' Class Driver Licence.

CAPABILITIES AND ATTRIBUTES

- Strategic thinker with strong analytical skills
- Ability to influence and enforce compliance in a collaborative manner.
- High level of integrity and commitment to organisational objectives.
- Proficiency in project management tools and reporting systems.

PHYSICAL REQUIREMENTS/POSITION ENVIRONMENT

This position requires the incumbent to undertake periodic field work in environments subject to inclement weather conditions.

This position requires sufficient physical ability to work in a shared office setting, which involves prolonged periods of sitting and/or standing at a desk and operating a computer and telephone. This position is required to carry out light to moderate manual handling, bending, kneeling, twisting, squatting, lifting and carrying.

Council is committed to providing and maintaining a safe and healthy workplace. This includes taking all steps that are reasonably practicable to prevent the spread of preventable occupational diseases. In accordance

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with Councils P0199 Vaccinations and Health Monitoring Procedure, positions exposed to occupational diseases will be subject to the Workplace Immunisation Program.

POSITION DESCRIPTION AUTHORISATION

Position descriptions cannot provide a definitive list of duties and responsibilities. This position description is subject to change from time to time as Charters Towers Regional Council may be developed or restructured. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

CEO: _____ **Signature:** _____
(Name)

Date: _____

POSITION ACCEPTANCE

I accept the Position Description as stated above and acknowledge that it may require amending or updating periodically due to changes in responsibilities or organisational requirements. Changes to position descriptions will be in accordance with the position classification and consistent with the purpose for which the position was established.

Incumbent: _____ **Signature:** _____
(Name)

Date: _____