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Position description

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| Position: | Project Management Officer (PMO) – Project ECHO | 12 Month Contract |
| Directs reports: | 0 | |
| Group: | Ombudsman Office | Classification: 3 |
| Reporting to: | Senior Project Manager | |

Organisation overview

The Telecommunications Industry Ombudsman (TIO) is a not-for-profit organisation. Our purpose is to provide fair, independent, and accessible dispute resolution services, and improve outcomes for consumers and members. Achieving our purpose guides everything we do, through our five strategic goals:

1. Work with our members to reduce complaints and improve practices.
2. Leverage the power of our people to strengthen our capability and performance.
3. Create a great consumer and member experience.
4. Expand services with innovative solutions and technology.
5. Use data and insights to influence policy and shape public debate.

Project overview

Project 'ECHO' is a large digital transformation project approved by the Board in 2020 in line with the organisations current Technology based strategy.

The project commenced in December 2020 and has delivered the first tranche of the new finance system, which went live from 1 July 2021. The remaining deliverables are:

- The second stage of the new Finance system;
- The Customer Management System and Member portal; and
- The Data Warehouse and Reporting systems.

Background: Today's fast evolving telecommunication industry is reshaping the challenges for the TIO. New technology developments such as smart cities driven by IoT, 5G and the impact of the NBN, evolving customer expectations around transparency and ease of use, and the need to have a highly digitized, flexible and multiskilled workforce are changing the paradigms for the telecommunications ombudsman scheme and the way the organisation provides its services.

Key features of the digital transformation systems solutions include:

- Human centred information technology solutions;
- Incorporates artificial intelligence; and
- Is cloud based.

Position purpose

The Project Management Officer (PMO) reports to the Senior Project Manager for Project ECHO.

Responsibilities include working closely with our Senior Project Manager to prepare comprehensive action plans, including resources, timeframes and budgets for projects. Perform various coordinating tasks, like schedule and risk management, along with administrative duties, such as maintaining project documentation and handling financial queries.

Position Dimensions

- 12 to 18 month project
- 260 employees
- 1,500 Members
- Client Complaints: Circa 130,000 per annum
- Project budget: \$7.5 million
- System Platforms:
 - D365 Customer Service Enterprise
 - Power BI Pro
 - Power BI Premium
 - Azure Datawarehouse
- Project Team: 15 (not including the Infosys team)
- System Integrator: Infosys

Key responsibilities

The Project Management Officer (PMO) has responsibility for.

- Coordinating project management activities, resources, equipment, and information
- Work collaboratively with the Project team, Project system Integrator and business. Work with the project team and ensure actions are completed on time
- Break project tasks into doable actions to ensure they are achieved in the agreed timeframe
- Assign tasks to internal teams and assist with schedule management
- Help prepare and maintain budgets. Use agreed tools to monitor working hours, plans and expenditures
- Analyse risks and opportunities raised by the project team and stakeholders and work with the Senior Project Manager to eliminate blockers
- Monitor project progress, issues and risk and escalate to Senior Project Manager when required
- Act as the first point of contact for issues and risks, communicate project status to all participants.
- Help create and maintain comprehensive project documentation, plans and reports. This includes but is not limited to attending, documenting and following up on important actions and decisions from meetings.
- Preparing necessary presentation materials for meetings.

- Ensure standards and requirements are met through conducting quality assurance tests
- Complies with organisational confidentiality and privacy obligations.

Primary relationships

- Senior Project Manager
- External information systems vendors (Infosys)
- Internal stakeholders and project team
- Other external experts that may be brought onto the project.
- The Ombudsman, Executive Director Shared Services, CFO and Company Secretary, TIO Senior Leadership Team (SLT) which includes The Ombudsman, Assistant Ombudsman Dispute Resolution, Assistant Ombudsman Early Resolution, Assistant Ombudsman Improvement Policy & Reporting, General Manager People and Culture, and Head of legal.

Experience and skills

Experience

- 3 years + experience in related field
- Experience as a Project Management Officer (PMO) in implementing complex enterprise-wide technology projects.
- Understanding of both Agile and Waterfall methodologies dependent on project delivery.
- Experience as a PMO with project management principles, including, risk management, financial planning, reporting, and budget management
- Experience in the implementation of MS Dynamics would be an advantage but not required
- Experience as a PMO in delivery PMO and enterprise PMO activities.

Skills:

- Demonstrated successful project coordination (PMO) experience in end-to-end delivery of projects, on time and within budget and to agreed quality.
- An understanding of project management methodologies with an ability to coordinate projects to a well-defined delivery strategy and develop plans, for budget, resource and schedule and scope management.
- Ability to work on tight deadlines.
- Ability to work independently, as part of a team and coordinate the work and future plans of others within a team structure.
- Strong skills in time management, planning, stakeholder management, communication, and problem-solving.
- Competency in Microsoft applications including Project, Word, Excel, and Outlook.
- Exceptional verbal, written, and presentation skills.

Qualifications

- Bachelor's degree or equivalent in Information Technology, Information Systems, Business or Commerce (would be an advantage but not required)
- Demonstrated compliance with organisational confidentiality and privacy obligations.

Personal Attributes

- Resilient and is self-aware
- Inclusive and Collaborative
- Values based and aligned to the TIO
- Is a proven Influencer
- Brings a mindset consistent with a NFP and member funded business setting

Competencies

To perform this position successfully the incumbent must be able to demonstrate functionality across the core and organisational competencies. Additionally, the incumbent must possess the essential (technical and professional) knowledge, skills, and experience detailed in the person specification.

Core organisational competencies

The TIO expects every employee or contractor to adopt four core competencies:

Collaboration

Focuses on enabling and empowering people; respecting and listening to all voices; working mindfully and together; listens, supports and cares for others; consults and collaborates with others and shares information and expertise; builds team spirit and resolves conflict respectfully and quickly, communicates openly without judgement or triangulation.

Enables, owns, and embeds organisational values

Upholds personal and organisational values (Together we DREAM); demonstrates integrity and respect for all people; actively supports and promotes equality diversity and inclusion in all we do; builds and encourages organisational and individual social responsibility in the community.

Adapting and responding to change

Is agile and adapts to changing circumstances; welcomes new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

Achieving individual work goals and objectives

Accepts and approaches challenging goals with enthusiasm; holds and owns accountability to deliver what we say we will; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental, learning or training opportunities.

Workplace health, safety, and wellbeing

We are committed to ensuring the health, safety, and wellbeing of our people. Employees and contractors must comply with all legislative requirements in respect to Workplace Health and Safety and follow all policies, procedures, and codes to ensure a safe and accident-free workplace is maintained.

Equal employment opportunity

We are committed to our people. We respect and embrace all kinds of diversities and are committed to being inclusive. We recruit, develop, compensate, promote, and manage employees regardless of ethnicity, religion, national origin, gender identity, sexual orientation, disability, age, life experience and any other intersecting diversities. We encourage our employees to bring their authentic selves to work because we celebrate all our differences, support it, and thrive on it.

Version control

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| Updated: | 21 July 2021 |
| Approved: | 21 July 2021 |
| Approver: | Arsha Begum (Senior Project Manager) |