TOI-OHOMAI
Institute of Technology

JOB DESCRIPTION

Job Title:	**Project Manager**
Department:	Information Technology
Campus Location:	Windermere Campus, Tauranga
Reports To:	Head of Information Technology
Salary Band & Range:	$86,472.88 - $101,732.80 (40hr per week FTE) $81,068.33 - $95,374.50 (40hr per week FTE)
Job Purpose:	The purpose of this role is to manage the projects that are initiated and managed in the IT department. This role is a senior position in the team and is expected to deliver a high level of project management capability and resource management. Typically, projects are business driven supporting our IT Strategic Plan, however, there will also be a mix of internally focused IT driven project initiatives.
Date:	October 2020

Head of information Technology
Rabindra Das

Digital Experience Architect — Solutions Architect — Technical Analyst Vacant 1.0 FTE — Project Manager Vacant 1.0 FTE

Ideation, Design & Planning Team
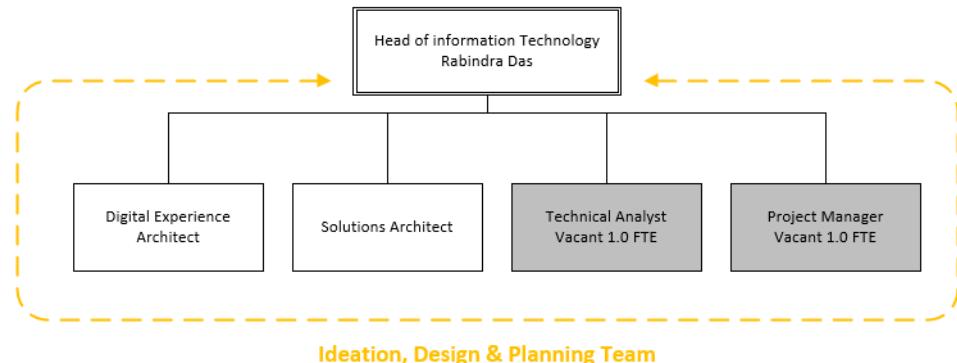
Toi Ohomaitanga: how we act and behave at Toi Ohomai will be guided by our values
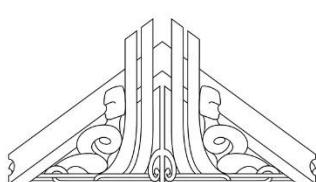

WHANAUNGATANGA   TOITUTANGA   MANAAKITANGA   KOTAHITANGA
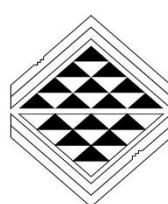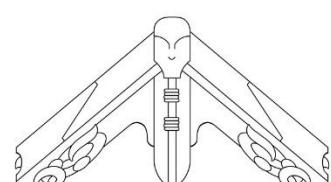
TOI-OHOMAI

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Toi Ohomai Institute of Technology Strategic Intent 2017 – 2020

Globally education is undergoing disruptive change, driven by technology; learner expectations of employment outcomes; as well as employer & government expectations of relevance and value. Delivery models have changed more in the past 10 years than in the previous 1000 years and are expected to change even more rapidly. In this context Toi Ohomai will systematically and continuously adapt to ensure that its education models and practices are relevant; that our technology, systems and processes meets future business needs; that staff capability and culture embraces change; and our physical asset base meets future learning needs, with a specific focus on improving access to education and enabling employment opportunities throughout the Bay of Plenty.

Toi Ohomai's ability to produce the best possible outcomes for our students, communities and business through seamless connectivity with our regional stakeholders, and Iwi in particular, is critical to the social, cultural, environmental and economic wellbeing of the wider Bay of Plenty region.

Toi Ohomai Institute of Technology will:	We will:
1. have **meaningful and effective partnerships**	a. Be a strategic education partner to Iwi, industry and the communities in the region. b. Recognise Iwi of the region as rights holders c. Work collaboratively with other education providers. d. Work closely with government agencies.
2. deliver tertiary education, research and technology transfer to **meet the needs of the region**.	a. Ensure that we understand and meet the tertiary education needs of the region. b. Provide accessible and adaptable pathways for learners. c. Develop our discipline and research strengths to align with those of the region. d. Be active in technology transfer and applied research for industry.
3. be innovative and **support innovation**	a. Create an organisational culture that encourages and supports innovative practice. b. Develop activities that support new innovators and entrepreneurs in our region. c. Embrace and share new technologies and practices in education and industry. d. Build our capability and delivery of STEM subjects and courses
4. be **learner-centred**	a. Offer a range of services to support student success prior to enrolment, during their study and beyond graduation. b. Tailor our educational delivery to suit the needs of the learners and to enhance their employability. c. Ensure our campuses, programmes, delivery and support mechanisms engage and support Maori and Pasifika students to achieve success. d. Create a culturally-safe environment for all learners.
5. be a **sustainable organisation**	a. Ensure that we are financially responsible and sustainable. b. Develop revenue streams appropriate to our core purpose. c. Maintain the highest standards of health and safety for our staff and students. d. Develop the capability of our staff to meet the future needs of the organisation. e. Minimise our negative environmental impact. f. Contribute to the social cohesion of our communities.

Resource Management:	
Financial Authorities	**Staff Authorities:**
Budget owner: No Delegated Financial Authority as per Toi Ohomai's Delegations Policy: No	Number of Direct Reports: 0 Number of Indirect Reports: 0 Responsible for contract staff, and/or coaching, training of others: No Responsible for new employee hire: No

Functional Relationships:	
INTERNAL	*EXTERNAL*
• Head of Information Technology • Architects Group • IT team • Toi Ohomai Staff • Toi Ohomai Students	• IT Services Companies • Software providers • Other ITPs, Universities or Wananga • Other Government or State Services departments

Key Result Areas:

The position of Project Manager encompasses the following major functions or Key Result Areas:

1. Project Management
2. Change Management
3. Test Management
4. Communication
5. Service Release and Business Transition
6. Team Effectiveness

Key Result Areas:

Key Competencies:	Expected Outcomes:
Project Management	
• Responsible for managing the project portfolio in terms of demand queue and active projects. • Supports decision making group with decisions around project approval and scheduling. • Responsible for sharing project queues with wider IT Team. • Responsible for managing and driving Project Initiation Phase to ensure resources, budget and timelines are achievable. • Responsible for managing resource pool and project pipeline. • Supports team with Business Cases to ensure projects are approved.	• Demand queue and active projects are balanced so not to exhaust resourcing. • Team are well informed of active projects, and those in the pipeline. • Effective in supporting the decisions to approve projects. • Project is successfully completed on time. • Project is within budget. • Project meets the success criteria determined from in the Project Initiation Document.

• Responsible for managing projects to ensure they are completed on time, within budget, within specification and meets corporate and business unit needs. • Responsible for ensuring all projects have project initiation, scope, objectives, project plans and agreement from owner and contributing resource managers. • Executes projects by managing deliverables, milestones, budget and resources. • Responsible for establishing Project Governance, through a Steering Group, and Project Group. • Responsible for reporting on project progress as per the communications schedule and inline with IT Project Reporting schedule. • Discovers and manages any deviation from the agreed project plan. • Responsible for preparing and maintaining project documentation. • Responsible for managing issues, risks and quality, with appropriate escalations. • Contributes to the continuous improvement of the Project Management methods employed to ensure that projects show increasing quality of deliverables, milestones, budgets and resources. • Contributes to the continuous improvement of the Application Development Lifecycle to ensure that services, solutions and applications are delivered on time, on budget and that production errors are minimised. • Ensures that all aspects of software development lifecycle are met during any application development. • Responsible for managing Post Implementation Reviews with a core focus on the lessons learnt.	• Develop realistic and achievable goals and plans and ensure that project team delivers on agreed and committed outcomes. • Steering Groups and Project Groups have regular communication (including full financial analysis and estimate to complete). • Monthly summary project status reports go to key project stakeholders • Evidence of ongoing communication and management of project deliverables is provided. • Deviations to projects are identified and managed immediately. • Regular review and maintenance of issues and risk registers, mitigate or manage as appropriate. • Prepare and maintain scope documents, progress reports, issues lists and other project documentation in accordance requirements. • Take a leading role in the continuous improvement of project management and application development processes. • Carry out regular lessons-learned reviews within the life of the project. • Contracts in place that provide effective levels of service at a reasonable cost, under reasonable terms.
Change Management	
• Applies a structured change management approach and methodology to the people side of change. • Identifies potential people-side risks and anticipated points of resistance, and develops specific plans to mitigate or address the concerns.	• A change management plan is documented and validated with key users and stakeholders. • The change management plan identifies people side risks, likely points of resistance and mitigation strategies.

• Responsible for developing actionable and targeted change management plans. • Responsible for raising awareness of business change activity and creates the desire to learn more. • Conducts readiness assessments, evaluates results and presents findings in a logical and easy-to-understand manner.	• Communication, coaching, training and resistance management plans are documented and validated by key users and stakeholders. • Key users and stakeholders are aware of impending business changes and want to know more about them. • Readiness assessments are conducted, findings are communicated and understood by key users and stakeholders.

Test Management

• Responsible for ensuring that all documentation to support the various phases and testing show all auditable reviews. • Responsible for organising the test phase and ensuring the subject matter experts are involved in maintaining and updating test scripts. • Responsible for ensuring test efforts are well support by the internal project team members and wider team if needed.	• Test efforts are supported and user participate as required. • Test efforts are completed and documented. • Test results are reviewed and issues resolved.

Communication

• Engage with assigned business areas to understand the existing business and technical landscape within which the solution will be used. • Communicate proposed changes within projects and gain project approval. • Actively engage with other BA's to understand the existing landscape and the changes required. • Engage with Security Consultant to ensure integration points and APIs are secure by design and signed off. • Engage with the wider IT team on opportunities where integration will assist automation, analytics, integration and performance.	• Steering and Project Groups are well informed of Project Status. • Issues are escalated to the right people in the right timeframes. • Team members feel engaged and consulted during project meetings.

Service Release and Business Transition

• Responsible for ensuring application changes are communicated to key users and stakeholders. • Responsible for liaising with the customer on change windows and scheduled application outages when needed.	• Communicates and reports changes to stakeholders. • Deliverables are completed in a timely manner to agreed deadlines, set budgets and resources.

• Responsible for co-ordinating release of application changes, user security access and data refreshes in the test environment. • Responsible for managing change requests and determining appropriate action. • Responsible for working with the IT to prioritise the business requests. • Identifies and communicates risks and issues. • Responsible for managing changes moving from development to production environments. • Responsible for managing all IT stakeholders at the project initiation stage to understand their responsibilities during the business transition phase. • Ensure various IT teams are involved in the projects and support with the relevant documentation.	• Manages own deliverables in terms of time, cost and quality.
Team Effectiveness	
• Continually updates knowledge and skills relating to methodologies, administrative systems and other technical aspects of the position. • Develops and maintains effective working relationships with customers. • Provides relief to team members during leave or peak workload. • Documents the critical functions within areas of responsibility. • Works flexible hours including after hours and weekends as necessary and reasonable.	• Professional development and training is undertaken as required. • Team members are supported promptly. • Good communication is fostered within the team. • Work processes are updated on an annual basis. • Evidence of sharing of knowledge is provided through team feedback. • Mentors and transfers skills and knowledge to other team members.

Note:
The above Key Competencies are provided as a guide only. You are expected in your role to undertake any and all reasonable and lawful instructions and / or delegated tasks given by your manager, or someone in a position authorised to give such instruction. The precise performance measures for this position should be discussed between the jobholder and manager as part of the performance development process.

Person Specification:	
Qualifications	
Essential:	*Desirable:*
• Tertiary level qualification (Degree) • Project Management Professional (PMP) or Prince 2 Certification	• ITIL v3
Knowledge / Experience	
Essential	*Desirable*
• Previous experience (5 years) in project management, managing large projects. • Previous experience in managing project portfolios and demand management. • Experience in project planning and control, including • Experience in application development leadership from design to production. • Experience in systems integration projects • Someone who has demonstrated customer service oriented focus. • Someone who is self-motivated. • Understanding and commitment to Equal Employment Opportunities and an awareness and understanding of the Treaty of Waitangi/Te Tiriti O Waitangi	• Extensive experience in the use of computers in education • Experience in an educational institute, preferably at tertiary level • Previous experience in writing user requirements, specifications, manuals, or similar material • Data architecture design and management
Skills & Attributes	
• Excellent interpersonal skills, with the ability to communicate effectively with senior managers, customers and the team. • Someone who is articulate and communicates well in both verbal and written contexts. • Someone who has vision, is open- minded and consultative • Someone who can think strategically and creatively to form an overview and solve problems. • Someone who can see both sides of an argument and reason their way to identifying the best solution. • Someone who is analytical and can identify issues, risks and opportunities with doing things differently. • Someone who can influence and negotiate outcomes that benefit all. • Someone who has a deep belief in the value of technology as a business enabler.	

• Someone with high levels of energy, initiative, sound judgement and a sense of urgency • Someone who is committed to maintaining a high standard and quality of work and ethics. • Someone who has effective time management, planning and organisation skills. • Someone who has the ability to work under pressure, meet tight deadlines. •	

Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment; including but not limited to technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.