



Position Description

Position title:	Project Manager	Date:	Sept 2026
Reports to:	Project + Programme Practice Lead	Department:	Reports to - Project + Programme Practice Lead
Number of reports:	Direct: 0 Total (include indirect): 2-6	Location:	National Support Office
Delegated financial authority:	NA	Budget ownership:	No
Level of influence:	Leading self Leading others		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare.

Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire. To help people live their best lives by reimagining healthcare.	Our purpose is why we exist. To advance the provision of quality healthcare in Aotearoa New Zealand.

Values and Behaviours

Care First: Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

Better Together: Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

Pursue Excellence: Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

Role Purpose

The purpose of the Project Manager is to lead from the front and drive engagement by partnering with the business to ensure successful delivery and adoption of new and changing technology solutions.

Specifically, this role will deliver Digital Services projects and workstreams that enable hospital upgrades, major developments, and other priority Property and Development business initiatives.

The role will work within this assigned projects/programmes to secure successful delivery and adoption of the outcomes. The role requires high adaptability in supporting a range of projects and will be a driver and champion, for excellence in delivery.

This is a hands-on delivery role working across the full project lifecycle - from early planning, design input, technology requirements and cost estimation through procurement, implementation, commissioning, go-live and handover.

The Project Manager will coordinate Digital Services teams, Property and Development, clinical and operational stakeholders, consultants, and delivery partners to ensure technology outcomes are practical, appropriately costed, supportable, and delivered when required.

The Project Manager is an integral part of the SCHL's ePMO team and SCHL

Key Relationships

Internal

- ePMO Lead and team
- Project and Delivery resources
- ELT Members and their key business leads
- All support functions at SCHL – Finance, Procurement etc.
- Property and Development Delivery Managers
- GM's of all SCHL Hospitals
- All other key stakeholders involved in project activity and strategy delivery.

External

- Providers – Medical
- Joint Venture business partners
- Vendors and 3rd Parties
- All relevant industry bodies.
- Clinicians

Key Accountabilities

- Own and drive the end-to-end delivery of assigned Digital Services projects and workstreams across hospital upgrades, major developments, and other priority Property and Development initiatives.
- Engage early with Property and Development, consultants, clinical and operational stakeholders to understand requirements and ensure Digital Services needs are incorporated into functional briefs, designs, drawings, specifications, programmes, and procurement activity.
- Develop and maintain Digital Services cost estimates, budgets, forecasts, funding requests, and commercial inputs; validate vendor proposals, statements of work, assumptions, exclusions, and change requests.
- Can use multiple methodologies to effectively manage complex project and programme delivery.
- Establish and maintain strong stakeholder relationships, acting as the key point of contact for the Exec Sponsor(s)
- Effectively resource allocated projects in conjunction with resource managers, always ensuring appropriate levels of capacity and capability
- Coordinate delivery across Digital Services disciplines, including networks and infrastructure, end-user technology, applications and integrations, cyber security, clinical technology, and operational support.
- Manage external vendors and delivery partners to agreed scope, cost, schedule, quality, security, and support requirements, escalating performance or commercial concerns promptly.
- In conjunction with other Project Leaders, ensure all risks, issues, and dependencies across the SCHL Portfolio are understood, risk mitigations are in place, and opportunities are identified.
- Coordinate site readiness, implementation, testing, commissioning, cutover, go-live support, and handover into operations, ensuring solutions are documented, supportable, and accepted by the appropriate owners.
- Practice Agile ceremonies and functions to support assigned project and programme delivery.
- Provide regular, current reporting and analysis on project or programme performance and associated metrics.
- Demonstrate decisiveness in resolving business problems, making decisions and identifying priorities.
- Support cross-functional team communications and regular team stand-ups.
- To coach and mentor our business, other Project Managers and or any other delivery resources within SCHL collaboratively to maintain one single source of truth across all the enterprise to enable better decision making.
- Support the development of project management capability and skills within the SCHL ePMO – be a source of authority on best practice to support the increase of efficiency and productivity.
- Build trusted working relationships across Digital Services, Property and Development, hospitals, joint ventures, clinical teams, support functions, consultants, and vendors.

Continuous Improvement

- Regular reviews on the PMO processes, tools, and frameworks
- Facilitate feedback session for each practice, to build a backlog of CI for the ePMO
- Meet with peers in the same field, research and attend industry learning sessions to ensure the SCHL ePMO is up to date and providing value.
- Support the Digital Services Programme Lead with portfolio coordination, prioritisation, reporting, resource planning, and delegated delivery leadership when required.

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities

- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruru (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- 5+ years working in a PMO or Enterprise Project Management Office (EPMO)
- Minimum five years' experience delivering complex technology projects, ideally within healthcare, construction, property development, or another operationally critical environment.
- Demonstrated ability to independently drive multiple concurrent projects or workstreams through planning, design, procurement, implementation, go-live, and handover.
- Proven ability to lead and coach teams to achieve success.
- Ability to understand broad technology requirements and confidently coordinate subject matter experts across infrastructure, networks, end-user technology, applications, integrations, cyber security, and clinical or facility systems.
- Project / Programme Management, and/or PMP Certification
- Experience contributing technology requirements to building or facility designs, reviewing design documentation, and identifying delivery gaps, assumptions, and dependencies early
- Strong written and verbal communication skills, coupled with the ability to build and maintain excellent relationships at all levels.
- Experience with and ability to effectively deliver executive presentations.
- Expert stakeholder management skills
- Proficient with Microsoft Office technology
- A practical, delivery-focused approach

Education and qualifications required:

- Bachelor's Degree Computer Science or Information Technology

Education and qualifications desirable:

- Recognised project management qualification or certification, such as PRINCE2, PMP, Agile, or equivalent.

with strong judgement, initiative, attention to detail, and the ability to resolve ambiguity without waiting for perfect information. • Strong business acumen and ability to focus on strategy alignment between business and customer. • Purpose led and values based. Experience and skills desirable: • Prior experience delivering technology into hospitals, clinical environments, major construction projects, or operational facility upgrades. • Knowledge and understanding of Change Management - PROSCI/ADKAR	
Leadership Attributes	
Human Centred Leadership • Empathy • Adaptability • Connection Performance Coach • Accountability • Engagement • Collaboration	Change Enabler • Execution • Energy • Contribution