Position title

Specialist Program Management

Position number

J02179

Department name	Branch name	Position classification	Number of direct reports	Line manager position title
Infrastructure Gold Coast	Infrastructure Lifecycle Planning and Performance	Specialist	3	Manager Utilities Asset Planning and Management

Position overview

The Specialist Program Manager is responsible for leading program management for high-risk planning and asset management projects, supporting portfolio development in the areas of water, wastewater, stormwater networks and wastewater treatment plants.

The role reports to the Manager Utilities Asset Planning and Management and is responsible for a small team.

Position Responsibilities

- Lead program management for a portfolio of more than 200 different water, sewerage, and stormwater projects, with particular focus on high-risk projects. The capital program is typically $250 - $350 million p.a.
- Lead a small team and direct project managers in the broader group to use program management systems reliably and effectively complete needs analyses, options assessments and business cases to achieve value for money for the City prior to project delivery, which occurs in another group.
- Develop and update forward programs including short, medium and long-term planning to support transparency and effective capital works program deliverables, in collaboration with Asset Management, Planning and Stormwater.
- Manage an OPEX budget relating to critical condition assessments.
- Develop business improvement initiatives to assist with transparency, cost-efficacy and a reduction in delivery and business risk/s including process development and evaluation principles for the projects and programs.
- Provide expert advice, leadership, guidance and technical support to project managers throughout the Business Unit and provide reporting to senior and executive leadership and the Infrastructure Project Control Group.
- Demonstrate well-considered judgment, analytical, evaluative and/or constructive thinking in ensuring program management interests and issues (particularly those of a critical nature) are appropriately addressed.
- Complete analysis and produce high-quality reports suitable for an executive audience that considers asset risks vs costs, recommend program management approaches, and consider the performance of our deliver partners.
- Directly project manage critical projects of an urgent nature.
- Drive high safety and wellbeing awareness and a culture of care and respect for the work environment.
- Liaise, partner and engage with internal and external stakeholders to ensure the effective and efficient delivery of projects, including following processes to support the Program Optimisation Group.
- Work with the Portfolio offices to develop appropriate program management systems for the broader team and assist in their implementation.

Key working relationships

- The Specialist Program Management will work closely with the Manager Utilities Asset Planning and Management, other senior team leaders in the team and project managers in the broader team.
- The incumbent will liaise with internal stakeholders from across the organization as liaise with internal stakeholders from across the organisation as part of providing specialist program management expertise. Reporting needs to be suitable for an executive audience.
- The position will work closely with Contractors and Consultants to achieve required results and may also work with other external stakeholders such as State Government Departments.



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Competencies

Competency	Competency definition	Level	Level definition
Project/Program Management	Project Management is carefully planning, organising, motivating and controlling resources to achieve specific goals. While Program Management is the process of managing several related projects, often with the intention of strategically improving an organisation's performance. This incorporates contract management for short term delivery of works.	Managerial	Breaks down overarching strategy into programs of work and interrelated projects. Interacts with stakeholders to influence planning and resource allocations. Plans, executes and controls multiple activities that lead to delivery of strategies.
Manage Time and Priorities	The act or process of sorting activities by importance or logical sequence then planning and exercising conscious control over the amount of time spent on specific activities, especially to increase effectiveness, efficiency or productivity.	Managerial	Deals with competing priorities and develops strategies to organise time and effort. Engages key stakeholders to negotiate timeframes and set priorities. Develops strategies to ensure timely and high-quality delivery of business outcomes.
Develops and Implements Plan	Understands the business objectives or goals and sets out a range of steps and/or processes that need to take place so the desired outcome is achieved. Evaluates outcomes of steps and/or processes, and where necessary, adjusts plans to ensure business objectives or goals are achieved.	Managerial	Formulates plans based on organisational objectives that align with strategy. Engages key stakeholders throughout planning and monitors progress during implementation. Where necessary, adjusts plans to ensure organisational outcomes are achieved.
Business Oriented	Having knowledge and understanding of the financial, accounting, marketing and operational functions of an organisation and the ability to use this to make good judgements and quick decisions. This incorporates the management of contracts for ongoing service delivery.	Tactical	Uses technical knowledge and understanding of business functions and operations to ensure services are effectively and efficiently delivered. Identifies opportunities and makes recommendations, to improve business systems and processes.
Stakeholder Engagement and Management	The process by which an organisation involves people who may be affected by the decisions it makes or can influence the implementation of its decisions. Stakeholders may support or oppose the decisions, be influential in the organisation or within the community in which it operates, hold relevant official positions or be affected in the long term.	Managerial	Formulates and implements strategy that ensures communication with people affected by organisational decisions. Influences people both internal and external to the organisation ensuring organisational objectives and expectations are managed.
Resource Utilisation and Management	The use of finances, inventory, human skills and/or technology to minimise wastage in the planning and implementing of business activities.	Tactical	Provides advice and guidance on effective resource usage to deliver business activities. Engages with stakeholders about resource use and identifies opportunities to reduce wastage. Recommends resource management practice improvements.

Mandatory qualifications / requirements

- Bachelor Degree of Engineering coupled with extensive program management experience
- Experience in water, wastewater and/or stormwater infrastructure
- Experience in business case development/feasibility studies/optioneering

