

## Position Description

Position No.	<b>71</b>	<b>Project Manager – Professional Services</b>
Reports To	Director Research and Policy	
Type of Employment	Full Time, Permanent	
Business Unit	Research and Policy	
Supervisor of	N/A	

### Role Description

The Professional Services (PS) Project Manager provides expertise in managing and delivering professional services related projects and takes responsibility for project reporting to APC's Project Enablement Team. Reporting to Director Research and Policy (but supporting SROs across the Professional Services and Standards Group), and working closely with the Project Enablement team, this role ensures the successful planning, execution, and delivery of PS projects aligned with APC's strategic goals.

The position focuses on implementation of key projects within the established APC project environment while ensuring stakeholder alignment, risk management, and benefits realisation. Focussing on the PS project delivery, you will develop and retain subject matter expertise within these environments to create a seamless delivery of key projects.

### Key Areas of Responsibility

#### Project Coordination and Support

- Supporting the SRO, manage the end-to-end lifecycle of PS projects, including planning, execution, monitoring, and closure.
- Develop and maintain project plans, schedules, budgets, and resource allocation for PS initiatives.
- As directed by the relevant SRO, support project delivery within resource limitations, including planning and scheduling external meetings and working groups, liaison with external stakeholders aligned to the project, development of presentations and project deliverables
- Ensure PS projects align with APC's strategic objectives and deliver on the approved project scope.
- Coordinate cross-functional teams to deliver project outcomes.
- Assist in user acceptance testing (UAT) and post-implementation reviews to ensure project success.

#### Reporting and Continuous Improvement

- Prepare accurate and timely project reports to the SROs and the PMO, including progress updates, risk assessments, and performance metrics. Maintain high-quality records of PS projects, including specifications, change requests, and implementation plans.
- Contribute to project level reporting to the Executive Team and APC Board, ensuring transparency and accountability.

- Ensure quality assurance for project deliverables, maintaining alignment with organisational standards.
- Stay informed of emerging project management and trends and support the Project Enablement team to deliver consistent project outcomes using APC tools and processes.

### Benefits and Risk Management

- Implement frameworks to measure and track the realisation of project benefits.
- Facilitate post-project reviews to identify lessons learned and inform future projects.
- Proactively manage project risks, including identification, assessment, and mitigation planning.
- Ensure compliance with APC's risk management framework and relevant standards.

### Stakeholder Engagement

- Collaborate with relevant stakeholders to ensure project outcomes are delivered and sustained.
- Liaise with allocated project resources to ensure that the project deliverables are able to be met and report variances and risks to the SRO
- Foster effective communication with external vendors, consultants, and service providers
- Act as a point of contact for PS project-related inquiries and escalate issues as necessary.
- Facilitate effective communication across teams to resolve challenges and achieve project objectives.
- Ensure project stakeholders adhere to relevant By-Laws, Policies, and Terms of Reference.

## Experience / Qualifications

### Minimum

- Proven experience managing projects, including at least 3 years' experience in leading, managing and delivering projects in project management methodologies (e.g., PRINCE2, Agile).
- Demonstrated ability to work with professional and technical teams and business operations to translate business needs into solutions.

### Desirable

- Relevant tertiary qualifications in IT, project management, or related disciplines.
- Industry certifications (e.g., PRINCE2, PMP, Scrum Master, ITIL).
- Experience working in either a health, NFP, assessment, research and/or accreditation environment.

## Competencies

### Core Competencies

Competency	Definition
<b>Our Values</b>	Promotes and embodies our values in what we do and how we behave.
<b>Holistic Approach</b>	Works in the best interests of APC.
<b>Team Oriented</b>	Promotes co-operation and interactions. Values differences among team members and can manage work groups with diverse influences.
<b>Achievement Orientated</b>	Identifies and accomplishes challenging objectives or personal goals.

### Mandatory Functional Competencies

Competency	Definition
<b>Communication</b>	Takes the initiative to communicate accurate, up-to-date plans and information. Expresses thoughts clearly, both verbally and in writing. Listens and understands the views of others.
<b>Time Management</b>	Manages responsibilities in a timely and efficient manner.
<b>Effective Relationships and Engagement</b>	Forges productive, cooperative relationships. Understands and responds to others' needs and priorities.
<b>Cultural Awareness</b>	Understands and promotes our path to reconciliation.
<b>Diversity and Inclusion</b>	Recognises and values diversity of people, ideas and cultures.
<b>Quality &amp; Professionalism</b>	Maintains high work standards and takes personal responsibility.

### Job Specific Competencies

Competency	Definition
<b>Stakeholder Management</b>	The ability to demonstrate concern for satisfying external and/or internal stakeholders
<b>Problem Solving</b>	Identifies and defines problems through the gathering of relevant information leading to the development of alternative solutions
<b>Planning and organising</b>	Establishes a course of action for self and/or others to accomplish a specific goal
<b>Managing Projects or Programs</b>	Structures and directs others' work on projects or programs.
<b>Technical Expertise</b>	The ability to demonstrate depth of knowledge and skill in a technical area

### Position 'Effort' Estimate

Main Function	Estimated Effort (%)
Project Coordination and Support	50%
Reporting and Continuous Improvement	20%
Benefits and Risk Management	15%
Stakeholder Engagement	15%
<b>TOTAL</b>	<b>100%</b>

## Document Control

<b>Version</b>	0.1
<b>Status</b>	Draft

## History

<b>Date</b>	<b>Version</b>	<b>Key Changes</b>
1/12/2025	0.1	New Role