

## PROCESS AND PROJECT LEAD – ST NICHOLAS

<p><b>REPORTS TO</b> Executive Manager – Strategic Projects</p>	<p><b>POSITION GRADING</b> 5</p>
<p><b>ORGANISATIONAL SUMMARY</b></p> <p>An agency of the Diocese of Maitland-Newcastle, St Nicholas is a community in which children and young people develop the cultural, physical and educational skills to belong in a contemporary world. Collectively, St Nicholas provides education services spanning early education, out of school hours care and vocational education.</p> <p>The Diocese of Maitland-Newcastle is committed to safeguarding children and vulnerable persons and preventing those in our care from suffering abuse or neglect. It is committed to implementing and maintaining compliance with the NSW Child Safe Standards and the National Catholic Safeguarding Standards and takes a zero-tolerance approach to abuse of children or vulnerable persons. All who work in the name of the Diocese must comply with the Diocesan Safeguarding Framework Policy and act in accordance with the Diocese's Code of Conduct which includes the Diocese's Safeguarding Commitment Statement. Employees are required to undergo a National Police Check and retain a valid NSW Working with Children Check where necessary, in accordance with legislation.</p> <p>This position has mandatory reporting responsibilities under Section 27 Mandatory reporting of the <i>Children and Young Persons (Care and Protection) Act 1998</i> in this position you will carry out all responsibilities of a mandatory reporter.</p>	
<p><b>VISION</b></p> <p>Our vision is to support 'families as the first school of the social virtues that every society needs'. Our vision goes beyond education and care for the individual. We want to have a positive impact by creating inclusive environments where every person is supported in their spiritual, moral, social, intellectual, and physical development.</p>	
<p><b>OUR PURPOSE</b></p> <p>St Nicholas is a welcoming and safe environment for children and young people. We believe passionately in supporting and partnering with families to nurture and inspire children and young people as they develop the skills to thrive at home, at school and in society.</p>	
<p><b>OUR STRATEGIC THEMES</b></p> <p>Community &amp; Partnerships Sustainability Growth Quality</p>	
<p><b>PRIMARY PURPOSE</b></p> <p>The purpose of this position is to identify and perform diagnostics on business processes, practices and projects to articulate gaps and opportunities for improvement for St Nicholas.</p> <p>Under the direction of the Executive Manager – Strategic Projects, this role will hold responsibility for supporting project management and delivery of improvement streams including solution design and review of current processes, technologies and resources. The role requires the incumbent to</p>	

analyse, evaluate and make recommendations to improve St Nicholas through building strong relationship and thorough understanding of all St Nicholas processes, practices and projects.

The role requires the candidate to collaborate with cross functional teams to gather requirements and map new processes to support St Nicholas to deliver its strategic objectives.

The incumbent commits to always working within Work Health and Safety guidelines and Code of Conduct whilst in the employ of the Catholic Diocese of Maitland-Newcastle.

KEY PERFORMANCE AREA	KEY TASKS
Business Analysis	<ul style="list-style-type: none"> <li>• Translate business discussions into deliverable project outcomes.</li> <li>• Anticipate business requirements and implications in design through a general understanding of operations.</li> <li>• Validate business impact of process changes through collaboration with subject matter experts.</li> <li>• Document business requirements to inform project and change management outcomes.</li> </ul>
Business Process and Systems Improvement	<ul style="list-style-type: none"> <li>• Perform diagnostics on business processes through analysis of data and consultation with stakeholders, to identify gaps and opportunities for improvement.</li> <li>• Collaborate with cross-functional teams to gather requirements for the design of new processes.</li> <li>• Lead and coordinate the redesign of processes, identifying associated system implications and limitations.</li> <li>• Identify policy updates necessary to facilitate process improvements.</li> <li>• Continuously monitor and evaluate processes to identify areas for further improvement.</li> </ul>
Project Delivery	<ul style="list-style-type: none"> <li>• Lead the implementation of business process and system change as assigned.</li> <li>• Manage implementation of transformational changes improvement streams, including solution design and technology uplift where required.</li> <li>• Identify, report and mitigate project risks taking responsibility where appropriate.</li> </ul>
Change Management	<ul style="list-style-type: none"> <li>• Lead change, communication, and other strategies and plans to ensure business operational changes are implemented</li> </ul>

	<p>effectively in all impacted areas of the business.</p> <ul style="list-style-type: none"> <li>• Work collaboratively with stakeholders to assist with change plan implementation.</li> <li>• Contribute to the development of tools and KPIs to measure the effectiveness of implemented changes.</li> <li>• Deliver internal presentations and workshops to the project team and stakeholders to align team members using an engagement approach.</li> </ul>
<p>Knowledge Management</p>	<ul style="list-style-type: none"> <li>• Capture the outcomes of business process mapping and redesign activities and document for dissemination.</li> <li>• Maintain process information in a way that is easy for the audience to understand.</li> </ul>
<p><b>SKILLS AND EXPERIENCE</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Demonstrated experience in leading business process improvement, including the ability to identify risks, analyse data and provide advice and recommendations.</li> <li>• The ability to communicate ideas with both technical and non-technical staff, including the ability to develop and deliver effective presentations.</li> <li>• Sophisticated interpersonal skills including the ability to build and maintain effective working relationships with all stakeholders, and to negotiate, liaise effectively, and influence staff across a large and complex organisation.</li> <li>• Demonstrated ability in managing complex projects with many interdependencies, to achieve quality project and process outcomes.</li> <li>• Ability to travel to all services within and outside the Diocese as required.</li> <li>• Demonstrated enthusiasm and ability to adopt and learn about new systems, processes and technologies.</li> <li>• The ability to handle multiple competing priorities and meet deadlines under time pressure.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Demonstrated understanding of change management strategy and techniques to support organisational change.</li> </ul>	

## QUALIFICATIONS

### Essential

- A combination of relevant experience and/or tertiary qualification in a relevant discipline
- Current Working with Children Check (WWCC)
- Current Class C Driver's Licence
- National Criminal History check clearance

### Desirable

- Experience working within a matrix-style organisational structure and multi-disciplinary teams.

## KEY RELATIONSHIPS

INTERNAL	EXTERNAL
Executive Manager – Strategic Projects	Current and Prospective Families
Other St Nicholas Executive Leadership Team Members	The Community
St Nicholas Project Manager	Other potential partners including other Dioceses
Diocesan Shared Services	
Other Stakeholders	

## SUCCESSION PLANNING

Positions which could succeed to this role:

- Quality Assurance Coordinator
- Project management roles within the Diocese and its related agencies

## LEGISLATIVE AND RISK REQUIREMENTS

### Occupants must:

- Abide by the laws of the Commonwealth of Australia and NSW and the policies of the Catholic Diocese of Maitland-Newcastle.
- Report, as soon as practicable to the Head of Human Resources, any criminal action taken against them, or civil action that may have an impact of the reputation of the Catholic Diocese of Maitland-Newcastle or may lead to a conflict of interest;
- Take reasonable action to understand and familiarise himself/herself with the Catholic Diocese of Maitland-Newcastle's policies and procedures, including those relating to the expected Code of Conduct and confidentiality.
- Not take advantage of their role at the Catholic Diocese of Maitland-Newcastle for personal gain;
- Take responsibility for their own health, safety and wellbeing and that of other employees, clients, contractors and visitors in the Catholic Diocese of Maitland-Newcastle workplaces, understanding that all employees have a duty of care toward one another.

## EXPECTED EMPLOYEE BEHAVIOUR

### Employees must:

- Treat all people with respect, sensitivity, courtesy, understanding and compassion
- Embrace diversity and difference in those they serve or with whom they work
- Promote personal growth, ongoing professional development and develop both in themselves and others
- Commit themselves to effective professional working relationships with colleagues and clients
- Through the exhibition of justice and fairness in relationships and service, promote proper working conditions and also recognise when injustice, unfairness and abuse occurs in the workplace and respond appropriately
- Exhibit transparency, accountability and act responsibly in the use of Church resources
- Provide professional and competent service
- Comply with relevant legislation and directives
- Be mindful of privacy principles and manage information accordingly

Signature of Incumbent:

Date:

Incumbent's Name:

**Position Description Last Reviewed**

**Next Review is due on**