REPORTS TO	GRADE
Portfolio Manager	6

ORGANISATIONAL SUMMARY

The Diocese of Maitland-Newcastle serves the people of the Newcastle, Hunter and Manning regions, which have a population of 160,000 Catholics. Through its parishes, pastoral groups, and its agencies of Catholic Schools, CatholicCare, St Nicholas Early Education and other agencies the diocese provides faith, spiritual, pastoral, educational, social welfare, and community development. The Diocese employs approximately 5,200 staff across its parishes and agencies.

Our Shared Services team works with all aspects of the Diocese of Maitland-Newcastle to support the achievement of our overall Diocesan Strategy through the delivery of the shared services Operational Plan.

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.

VISION

To live the joy of the Gospel and share it with the world.

MISSION

We are committed to serving all in the community so that they may experience life to the fullest.

OUR VALUES

Compassion, Hope, Integrity, Justice, Participation

PURPOSE

The **IT Project Manager** will be responsible for the governance, planning, delivery and quality assurance of IT deliverables into Technology Services projects.

This position will manage all elements of the delivery lifecycle, including, but not limited to, requirements gathering, service design, vendor management, stakeholder management, risk management, procurement and financial management, change management, resource and task management, reporting, and project governance. The Project Manager will be an expert in the initiation, planning, design, execution, and delivery of a wide array of IT projects, working closely with a variety of internal and external subject matter experts to deliver benefits to the Business, ensuring that projects and programs are delivered in accordance with best practices and the governance frameworks and policies of the Diocese of Maitland—Newcastle.

The role will be based within our Newcastle West offices, but extensive travel within the Hunter-Manning area will be required.

KEY ACCOUNTABILITIES	KEY TASKS (Technology Services Department)
Customer Service	• Provide excellent customer service to key stakeholders through managing customer issues promptly, efficiently, and empathetically.
Teamwork	• Provide positive and constructive input into discussions related to Technology Services activities, projects, and services. • Provide support, training, guidance, and knowledge-sharing to Technology Services teammates in areas of expertise and experience. • Provide support to other Technology Services teams or team members, where required, as directed.
Communication	• Timely, accurate and professional communication and updates for all customers, teammates and other stakeholders related to allocated sites, incidents, requests, services and projects, or other allocated areas of responsibility. • Act as a champion for all Technology Services projects, services and processes. • Promote awareness and guide Diocesan stakeholders regarding Cybersecurity, Information & Records Management, Data Integration, Enterprise Architecture, and other Technology standards.
Training, Guidance, Policy, Records, and Documentation	• Produce and maintain high-quality end-user support and guidance documentation and deliver training as required. • Produce high-quality and consistent records, technical documentation and reports as required. • Contribute to developing, maintaining, and implementing IT policies, standards, and procedures, as well as managing compliance within the scope of Technology Services.
Development	• Participate in the Performance Review and Development (PRD) process to discuss performance and personal development and set personal targets. • Develop and demonstrate a general understanding of all aspects of the Diocese Enterprise Technology environment and its use within the Diocese. • Develop a comprehensive level of knowledge related to all areas of responsibility, including allocated sites, services, customers, projects or systems.
Business and Industry Awareness	• Develop working relationships with staff, functions, and Agencies within the Diocese to understand their operational and technology requirements. • Develop and demonstrate a general understanding of all aspects of the enterprise technology environment and its use within the Diocese. • Provide feedback to direct reports, colleagues, or leadership on ways we can better align with the aspirations and values of the Diocese and its Agencies. • Understanding of contemporary trends and developments within the IT industry with respect to current and emerging technologies, which may assist our Partners.
IT Service Management	• Management of all requested, queued, or allocated work in line with the IT Service Management Framework. • Knowledge and adoption of the chosen ITSM platform as the core work management system.
Other Accountabilities	• Participate in other special Technology Services, Agency, or Diocesan projects, where required by the Head of Department, Line Manager or Diocesan Leadership. • Develop and promote awareness of and act in accordance with the Technology Services, Shared Services, Diocesan and Agency Strategic and Operational Plans.

	• Support the alignment of technology services architectural, information security, application and infrastructure standards and guidelines.

KEY ACCOUNTABILITIES	KEY TASKS (Role specific)
Project Management	• Define scope, time, cost, resource, and quality requirements for IT Services for Technology Services projects and manage the delivery of these services in line with the requirements. • Create and manage project schedules and registers that provide visibility of the deliverable timeline, task assignment, risks and issues and the status of each. • Manage the delivery of IT services into Technology Services projects in line with the Technology Services project management lifecycle, procedures and governance framework. • Facilitate the transition from project to ongoing operational support, ensuring all stakeholders accept the ongoing support, utilisation and management of the delivered services. • Business definition, analysis and traceability: Analyse business requirements that inform project management plans including business case, project scope, budget, requirement traceability and program definition • Alignment of the portfolio of projects with the strategic plans of the Diocese and Technology Services
Project Management Lifecycle	• Successfully manage the business case development, procurement, design, client review, development, test, go-live and handover to support to ensure the project successfully delivers the intended outcomes. • Actively report on the portfolio of projects, cost plans and expenditure by approved budget, to deliver demonstrated value for money outcomes to the business
Stakeholder Management	• Identify, engage and communicate clearly with key stakeholders using all available channels of communication. • Be the primary point of contact for IT deliverables into Technology Services projects.
IT Asset lifecycle management	• Ensure the procurement, deployment, servicing, support, maintenance and decommissioning of supported IT hardware and applications in line with the Technology Services process. • Keep accurate, up-to-date, and accessible IT asset and configuration records for all assets.

Best practice frameworks, business processes and legislation	• Understand and execute activities in line with the relevant best-practice frameworks or business processes, including but not limited to:
	  ○ IT project management (PMBOK, PRINCE 2, Agile)
	  ○ IT governance and Enterprise Architecture
	  ○ IT Asset lifecycle management,
	  ○ Cyber security, privacy, and information management
	  ○ Financial management in line with Diocesan processes

QUALIFICATIONS

Essential

- Tertiary qualifications in Information Technology or subsequent relevant work experience or an equivalent combination of knowledge gained through education, training and /or experience.
- Current Class C Driver's Licence
- Current Working with Children Check (WWCC)

Desirable

- Project Management Certification, such as PMP, CAMP, Prince2, or Agile, or its inclusion within a tertiary qualification.
- Tertiary qualifications in Team Leadership or Management.
- Possession of a Change Management Certification such as Prosci or CCMP.
- Possession of an IT Service Management certification such as ITILv4.

SKILLS AND EXPERIENCE

Essential

- Minimum of five years experience in a project or product management position within a large enterprise.
- Previous experience in the delivery of IT infrastructure and networking solutions.
- Familiarity with the use of program or project management tools and systems.
- Excellent analytical, conceptual, strategic planning, and execution skills. Familiarity with financial analysis and associated reporting tools.
- Excellent people management skills.
- Strong self-confidence and decisive ability to work independently.
- Proven skills in stakeholder management, including regular interaction with executive managers within a large enterprise.
- Strong business acumen, including industry-specific knowledge and familiarity with industry trends, technologies, and innovation, as well as how enterprise organisations use them to achieve their goals.

Desirable

- Experience working in religious, not-for-profit, social services, child care, and/or education settings would be highly valued but not essential.

KEY RELATIONSHIPS

INTERNAL	EXTERNAL
Diocesan staff and volunteers	Technology Partners
Technology Services Department	Technology Vendors & Suppliers
All Agencies and their business partners	Technology Service Providers
Diocesan Curia	CEnet

SUCCESSION PLANNING	
Positions which could succeed to this role: • Project Coordinator • Service Delivery Lead • Technical Lead – Property Projects	Positions which this role could succeed to: • IT Service Delivery Manager • Portfolio Manager – technology Services

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 People and Culture, 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

Position Description Last Reviewed	Next Review is due
21-02-2025	