

Project Manager

Classification	Band 5
Team	Strategy
Reporting to	Manager Business Transformation
Location	Based in Bendigo, hybrid work arrangements available
Effective Date	March 2025

Working at Coliban Water

Underpinning healthy people is healthy water!

Every day almost 180,000 customers in North Central Victoria trust us to deliver the water and sewage services that underpin the health and prosperity of their communities – now and tomorrow. We deliver these services to residents, farmers, businesses, and industry in 49 communities in an area spanning more than 16,500 square kilometres.

Led by our vision **healthy water, healthy people**, putting our customers and communities first is part of our DNA.

Day-to-day this means we maintain and upgrade the water and sewage pipes, pump stations and treatment plants we all rely on. And it's why we've set a bold strategy to build on that trust, enhance our natural environment, strengthen water security and resilience, and help shape the future of our region for the better.

While we're proud to lead the way, we know our success will come from deep understanding and collaboration. We engage regularly with and learn from our customers, communities, Traditional Owners, strategic partners, and others – because as locals, too, we know the best outcomes are realised when we all work together.

What we stand for

We're focussed on a culture of Earn the customer, Own the risk, and Act. This underpins our ability to deliver high quality services to our region.

Earn the customer	We exist to serve our customers. We 'wow' them with an outstanding experience.
Own the risk	We take responsibility and are accountable to our customers and communities.
Act	We are brave in our decision making and take action. We make good judgements based on evidence and we follow through.

Working with us, you'll be joining a vibrant, dynamic, and supportive team that:

- Respects, supports, and collaborates with the First Peoples of the land on which we live and work.
- Champions an inclusive culture that celebrates diversity.
- Is committed to flexible work and balance.
- Is a leader in the area of social justice, which sees us challenging the way we work to improve gender equality and support those impacted by family violence.

At Coliban Water we balance a small team rhythm with the reach and resources of one of the largest Victorian regional urban water corporations.

With big plans on the drawing board over the next five years, it's a great place to take the next step in your career.

What are you waiting for? We'd love you to join us.

Position overview

Coliban Water is embarking on an exciting transformational portfolio of work set to achieve 'Coliban of the Future'. This will see a significant increase in the investment of our people, processes, assets and technology to manage the current and future challenges of providing safe drinking water and wastewater services whilst managing water security, the growing regional and rural populations and achieving zero net carbon.

This is an exciting role for a self-driven and highly motivated individual to develop and drive the implementation of a variety of projects with an operational, process and capability uplift, business change and transformation focus.

The Project Manager is a member of the Strategy team, which is responsible for setting and delivering on the organisation's strategy and through the Coliban of the Future portfolio, enabling transformational ways of working.

The Project Manager will manage the end-to-end life cycle of a broad range of complex business transformation/improvement projects utilising best practise Agile and/or Waterfall methodologies. The role will be required to apply existing and develop new operational practices to ensure timely delivery of projects. The projects will focus on core business operational capability uplift initially to build strong foundations for the organisation to embark on a significant growth and transformation program over the next 5 years.

The Project Manager, while highly skilled in the technical discipline of project management, also engages with a variety of stakeholders across the organisation to engender trust, ensure business alignment and value delivery. A fundamental element of the role will require the application of Business Analysis and Human Centred Design principles, to facilitate the delivery of outcomes in an expedient manner.

Position dimensions

Capital and expenditure budget	In accordance with the Organisational budget.
Authorities/delegations	Please refer to the Financial Delegations Policy.
Number of reports	0
Internal working relationships	All areas of Coliban Water, in particular the Program Manager, Senior Leadership, the Strategy team, the Assets and Operations teams.
External working relationships	Consultants, vendors and contractors.
Other	N/A

Key result areas

Project Management

- Manage and lead complex projects within the transformation portfolio from initiation to closure, ensuring milestones are achieved according to agreed timelines.
- Establish and lead project teams from across the business to achieve project outcomes consisting of business analysts, business architects, business SME's, IT and OT specialists and change managers.
- Apply and lead the agreed and most suitable project methodology to Transformation Projects, in particular application and tailoring of PMBOK, Prince2 and/or Agile Frameworks and techniques as appropriate.
- Initiate and contribute to continuous improvement of project management methodology and practices as a core organisation capability.
- Create and maintain a variety of project documentation and artefacts, including project plans, schedules, budgets and expenditure, risk and issue registers and contribute to development of business cases.

- Ensure project objectives are aligned to business outcomes, value and the organisations strategic objectives.
- Develop plans for benefit management and realisation in alignment with the Transformation Program goals.
- Proactively identify opportunities for improvement that contribute to and uplift organisation capability.
- Proactively identify project risks and issues and manage throughout the project lifecycle.
- Ensure governance practices are adhered to in the delivery of projects, including regular reporting, stage boundary approvals and variation requests.
- Develop and manage reporting methods for a range of audiences according to the agreed communications plan.
- Management, forecasting and administration of project budgets and relevant reporting.
- Evaluate project success and capture lessons learnt to support capability uplift in the Project Management discipline.
- Liaise with and undertake project management activities in alignment with the organisation Project and Program management frameworks.

Stakeholder Engagement and Collaboration

- Collaborate and coordinate with key stakeholders, including project team, program manager, project vendors, and SME's.
- Build and maintain relationships and negotiate outcomes with people from across the business impacted by or associated with the project.
- Coordinate with the business analysis team to ensure effective analysis and documentation of business and system requirements, functional designs, processes, user stories and problem-solving activities are delivered to expectations.
- Understand stakeholder requirements and assist in the development of business cases and project proposals for new initiatives.
- Facilitate stakeholder workshops and user interviews as required to meet the needs of the project objectives and timelines.

Procurement & Supplier Management

- Develop and coordinate Request for Proposals for procuring services from third party vendors.
- Prepare and manage Statements of Work, contracts and change requests.
- Oversee vendor and contract management and ensure adherence to quality and contract standards.

Business Analysis, Problem Solving and Change

- Apply and deliver Business Analysis techniques that support project outcomes, such as facilitating workshops, work with subject matter experts to capture intelligence and analyse complex information to determine fit for purpose solutions.
- Ensure people, change and communications are managed effectively, working with the organisation's change management competency and the project team to develop and coordinate engagement, communications and training and detailed handover plans.
- Utilise conceptual thinking to develop insightful solutions to complex problems by pulling together disparate concepts and ideas to solve organisation problems.

Performance level

Action and accountability	This role is required to provide sound advice and recommendations. Advice is provided through drawing on policy, procedure, process and professional standards. This position is specialised in its field and supervision provides guidance and support only when needed.
Judgement and problem solving	This role makes decisions through considering a variety of alternatives. Considerations may include established management systems, standards, budget parameters and equipment. Problem resolution is a feature of this role and will require conceptualisation, development of ideas, detailed analysis and development of action plans.
Specialist knowledge and skills	<p>Certification and/or working knowledge in a recognised project management methodology such as PMBOK or PRINCE2/Agile.</p> <p>Certification and/or working knowledge in a recognised agile frameworks such as Scrum and Kanban.</p> <ul style="list-style-type: none"> • Extensive experience leading projects for large scale business change projects, including operational, technology or process organisational capability uplifts.

	<ul style="list-style-type: none"> • Proficient in managing project timelines, resources and deliverables. • Demonstrated experience working in a complex organisation, including liaison with a range of subject matter experts to deliver a fit for purpose solution. • Experience in administering a detailed schedule of works, Gantt charts and coordinating dependencies. • Demonstrated experience managing multiple project budgets, forecasting and associated change processes. • Experience in facilitating workshops and the ability to present findings and recommendations to senior leaders and to manage stakeholder meetings. • Extensive analytical and organisational skills with focus on attention to detail and ability to think laterally and conceptually with a human centred approach. • Detail oriented with strong problem-solving capabilities. • Ability to quickly build rapport and establish effective working relationships with key stakeholders. • Proactive and adaptable, with the ability to navigate complex organisational dynamics. • Collaborative leader with the ability to influence and inspire cross-functional teams. • Ability to influence, negotiate and resolve conflict between stakeholders. • Experience using Business Analysis techniques to solve complex problems and determine for purpose solutions. • Working knowledge in the application of Agile techniques and frameworks. • Experience using MS Teams, MS Visio and MS PowerPoint toolsets and/or project management solutions.
Interpersonal skills	This role is actively involved in influencing and convincing others in the pursuit or achievement of objectives. It will operate with tact and diplomacy in relation to sensitive issues.
Leadership level	<ul style="list-style-type: none"> • Lead self: Core skills demonstrating initiative, collaboration and communication. • Lead others: Leads, guides, and influences a team. • Lead element: Leads the development and growth of a key business capability, core platform, or core technical area.
Qualifications and experience	Extensive working knowledge and experience in Project Management and/or practical experience delivering projects in a Transformation environment. Together with qualifications acquired through a tertiary degree or other in a business or Project Management field. Relevant industry certifications such as PMP or PRINCE2 Practitioner, Human Centred Design or Business Analysis Certification desirable, but not mandatory.

Shared goals

Health safety and wellbeing	Prioritise your own and others' health, safety and wellbeing by complying with the relevant Occupational Health & Safety legislation and Coliban Water's safety policies and procedures, including reporting hazards and incidents, and ensuring a discrimination-free work environment.
Environmental stewardship	Demonstrate a strong commitment to environmental stewardship by adhering to high standards, sustainability principles, and complying with relevant regulations.
Information security	Comply with all IT policies, complete security training and promptly report any suspected or identified issues.
Victorian public sector values	You'll uphold the values of responsiveness, integrity, impartiality, accountability, respect, leadership, and human rights, to strengthen the organisation's effectiveness in the public sector.

Special assessment and requirements

- A valid and current Australian workers' rights.
- You will be required to complete all core-training requirements in the expected timeframes.
- From time-to-time work outside of your regular business hours may be required, or you might be required to work at remote locations requiring overnight stay on occasion.
- You may also be requested to undertake pre or post-employment testing, such as psychometric testing, medical assessments, drug testing, police checks, security clearances, and other assessments.

Success profile

In addition to the qualifications and experience specified above, you will be required to meet the following criteria:

- At least 5 years' experience in project management, leading cross-functional business/transformation project teams delivering operational and/or business change projects.
- Demonstrated experience working with diverse stakeholders to achieve complex project outcomes that have delivered business value.
- Excellent written and verbal communications skills with the ability to apply Business Analysis and Human Centred Design principles to lead engagement, communication and training.
- Ability to build and maintain strong professional relationships and to negotiate, communicate and influence effectively with staff and stakeholders.
- Strong capability in identifying potential risks associated with projects and developing effective mitigation strategies. Adept at proactively addressing issues to minimise impact on project goals and timelines.

Position acceptance

I have read and understand the contents and obligations of this position description. I also understand I have obligations to comply with all Coliban Water policies and procedures.

Type or print name

Insert signature

Click or tap to enter a date.

Employee name

Employee signature

Date