

Icon Water

Position Description



Title:	Program Support Partner - Integrated Program Management Office
Position Number:	7437
Classification:	Level 3 – Zone B
Group:	Infrastructure Services Group
Reports to:	Team Leader – Integrated Program Management Office

Position overview

Working in the Integrated Program Management Office (IPMO) this role has primary responsibility for supporting the effective and efficient delivery of engineering infrastructure delivery programs including the Major Projects Delivery Program, the Network Project Delivery Program and the Professional Engineering Services Program of work.

This role acts as a business partner and single point of contact for specific programs and stakeholder groups to provide a range of IPMO support and governance activities that ultimately facilitate the effective and efficient delivery of those programs.

This role may also be required to support across other projects including Information Technology (IT), maintenance, operations, facilities, corporate projects and other non-standard projects through its role as custodian of Icon Water's Investment Planning and Delivery (IPaD) framework on behalf of the Investment Review Committee (IRC).

Group overview

The Infrastructure Services Group is responsible for the safe and effective ongoing operation and maintenance of the water and sewerage network providing services to Canberra and the ACT region. The Group is structured in a way to provide end to end water and sewer asset solutions. The Group is responsible for network and plant operations and maintenance, water and sewer capital works delivery, water and sewer asset reliability and performance, and technical engineering and standards development and maintenance.

The Infrastructure Delivery Branch is responsible for the safe, effective, reliable and efficient delivery of infrastructure projects that relate to building, replacing, renewing, and upgrading assets across the network and treatment plants. The Infrastructure Delivery Branch is accountable for delivering projects on schedule, within budget and to required safety, environmental and quality standards while minimising disruption to services provided to our customers. The branch has responsibility for regular IRC and Board reporting and assurance activities related to the delivery of the capital works program.

The Branch is made up of the following Programs and Teams:

- Major Projects Delivery Program (MPDP)
- Network Projects Delivery Program (NPDP)
- Integrated Program Management Office (IPMO)

Key responsibilities

- Act as a business partner and single point of contact to allocated programs/ stakeholder groups to provide:
- Program controls support, particularly in relation to ensuring accurate and standardised project scheduling and cost management practices and tools
- Investment Planning and Delivery (IPaD) framework advice and guidance, including facilitating continuous improvement of the framework's processes, tools and templates.

- Project Delivery Guide advice and support, including facilitating continuous improvement of the guide's processes, tools and templates.
- Quality assurance checks of key project stage gate submissions, ensuring consistency and continual improvement of submission quality.
- Training and onboarding support, particularly in relation to IPMO functions, processes and systems.
- Regular health checks, project reviews and lessons learnt sessions to monitor and improve project and program performance
- Monitor and track program risk and issues, including supporting to identify and implement suitable controls and escalation requirements.
- Project Management Information System (MS Project Online – known as PMIS) and SharePoint support and administration
- Reporting and governance support, particularly in relation to ensuring program and KPI reporting is accurate, timely and relevant for internal and external stakeholders.
- Change and communications activities to support the awareness, maturity and acceptance of IPMO processes, capabilities and upcoming events.
- Proactively identify problems and opportunities for continuous improvement and contribute to the ongoing IPMO Strategy and Capability Development plan.
- Other duties within the employee's skills, competency, and training.

Qualifications, knowledge, and experience

- Tertiary qualification in Project Management or of similar relevance and experience (e.g. business management, or ICT program delivery)
- Experience in Program Management Office and/ or Program/ Project Coordination, Project Planning and Scheduling
- Experience in Enterprise Project/ Program Management tools (e.g. MS Project or Oracle Primavera)
- Knowledge and experience in applying PMBOK and/or other industry recognised project management methodologies
- Experience of Microsoft Office suite and Experience in Microsoft Power BI and SharePoint (highly desirable)
- Experience in report writing and proofreading
- Knowledge of Risk Management and Continuous Improvement methodology (Desirable)

Attributes and skills

Attention to detail: Examines issues thoroughly, using information gained to identify details important to the matter at hand, monitoring work to ensure accuracy.

Service orientation: Displays a commitment to delivering quality client service, values the provision of accurate and timely information and relates to people from across the organisation.

Analytical thinking skills: Assesses and evaluates problems or concepts in order to make decisions or come to conclusions that are based on the analysis of available information.

Computer skills: Uses a wide range of software features for word processing, research, analysis and communication, and helps others solve problems with software.

Communication skills: Communicates effectively verbally and in writing, adapting style to suit different audiences.

Writing skills: Uses clear, concise language in all written products, and includes content appropriate for the purpose and audience.