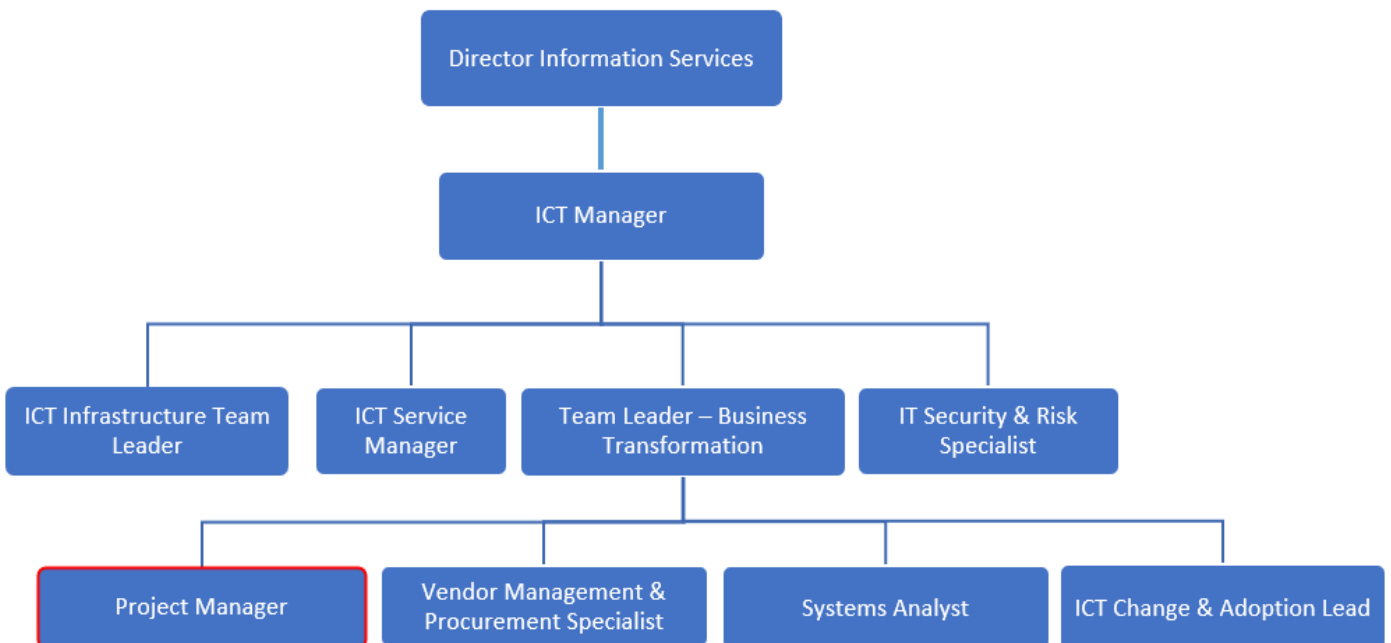




## JOB DESCRIPTION

<b>Job Title:</b>	ICT Project Manager
<b>Division/Section:</b>	OMD/ICT
<b>Location:</b>	Suva
<b>Reporting to:</b>	Team Leader – Business Innovation
<b>Number of Direct Reports:</b>	Nil
<b>Purpose of Role:</b>	This role will be responsible for planning, coordination and execution of ICT innovation projects and leading cross-functional teams, drawing on project resources from departments and divisions. The role will also lead and implement project management practice improvement initiatives for SPC's ICT Team.
<b>Date:</b>	July 2024

### Organizational Context and Organization Chart



## Key Result Areas (KRAs):

1. Project Management Practice Improvement
2. Project Planning and Execution
3. Monitoring, evaluation, Reporting and Communication
4. Financial Management

*The performance requirements of the Key Result Areas are broadly described below*

<b>Jobholder is accountable for</b>	<b>Jobholder is successful when</b>
<p><b>KRA 1: Project Management Practice Improvement (15%)</b></p>	<ul style="list-style-type: none"> <li>• A culture of continuous improvement is embraced by the Operations &amp; Integrations (O&amp;I) teams. Project management strategies, processes and tools are regularly reviewed and refined to ensure their effectiveness.</li> <li>• Innovation and creativity are encouraged in project planning and execution across O&amp;I, leading to increased efficiencies, improved communication and transparency that lead to project success and increased stakeholder satisfaction.</li> <li>• Adaptive management and agile methodologies, user-centric design, and data-driven decision-making are used in problem solving and project planning and implementation to increase collaboration, deliver working solutions, drive stakeholder engagement, and enhance understanding of user needs.</li> <li>• A culture of collaboration and knowledge sharing is fostered within the project teams and with project stakeholders leading to increased levels of engagement with Project Management practice improvement initiatives.</li> <li>• Practice improvement and effective change management helps the O&amp;I teams achieve project success.</li> </ul>
<p><b>KRA 2: Project Planning and Execution (50%)</b></p>	<ul style="list-style-type: none"> <li>• Project budget, scope and schedule are managed and communicated effectively.</li> <li>• Project issues and risks are managed and communicated effectively.</li> <li>• Approvals for project variances and changes to project plans are communicated effectively and approved by the appropriate project governance body.</li> <li>• A shared understanding of project success criteria is established and maintained with project team members and key stakeholders leading to solutions that are fit for purpose and delivering value to the intended audience/users/beneficiaries.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Project manager is able to influence individuals' work plans to ensure project goals and outcomes are met.</li> <li>• Coordination of project activities with stakeholders, leads to increased engagement, trust, and confidence in the delivery of projects across the organization.</li> <li>• Effective project management leadership and support is provided across the O&amp;I project portfolio leading to project success and stakeholder satisfaction.</li> </ul>
<p><b>KRA 3: Monitoring, Evaluation, Reporting and Communication (15%)</b></p>	<ul style="list-style-type: none"> <li>• Project monitoring and evaluation frameworks, performance indicators and data collection methods are developed and implemented in collaboration with the Strategic Planning, Monitoring and Evaluation Adviser.</li> <li>• Monitoring of progress against performance indicators and provide regular reporting for the ICT Team and project governance groups.</li> <li>• Project achievements, lessons learned, and best practices are identified, documented, and shared with relevant stakeholders.</li> <li>• Effective knowledge management practices are promoted by documenting, storing, disseminating, and integrating project learnings into current and new initiatives. Regular assessments of data quality are conducted to ensure accuracy, timeliness, completeness, and reliability of project data.</li> <li>• The Project Manager facilitates effective communication and collaboration with project stakeholders to establish and maintain shared understanding of project goals and drive project success.</li> <li>• The Project Manager represents ICT in a positive manner at meetings, workshops, and conferences related to the project.</li> </ul>
<p><b>KRA 4: Financial Management (20%)</b></p>	<ul style="list-style-type: none"> <li>• Project expenditure is managed well to ensure project activities are implemented within budget.</li> <li>• Timely reporting on expenditure and budget variances is delivered to relevant stakeholders.</li> <li>• Accurate and complete project budgets and financial reports are developed on time and regularly updated throughout the project lifecycle.</li> <li>• Project execution is compliant with financial and reporting requirements.</li> <li>• Coordination and regular communication with SPC finance and administrative staff is maintained to ensure smooth financial management of the project.</li> </ul>

The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

### Most Challenging Duties Typically Undertaken (Complexity):

- Leading cross-functional teams and leveraging matrixed reporting lines to deliver project outputs.
- Managing multiple projects in environments that can have a high degree of volatility, uncertainty, complexity, and ambiguity.
- Influencing SPC staff without having line of authority.
- Communicating with and influencing a diverse range of stakeholders.
- Leading project management practice improvement across O&I teams.
- Promptly responding to multiple, ad-hoc and concurrent requests for advice, inputs or expertise while pursuing agreed work priorities.

### Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<p><b>External</b></p> <p>Key external contacts are:</p> <ul style="list-style-type: none"> <li>• Contractors, consultants, and service providers.</li> <li>• Vendors</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate ICT project activities</li> <li>• Contract management and project delivery with external service providers, contractors and consultants.</li> </ul>
<p><b>Internal</b></p> <p>Key internal contacts are:</p> <ul style="list-style-type: none"> <li>• Managers, subject matter experts and project staff from other SPC Divisions and O&amp;I Teams</li> <li>• SPC Corporate Services teams.</li> <li>• Executive and Senior Management teams.</li> <li>• ICT Team</li> <li>• All SPC Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Project management, coordination, and communication.</li> <li>• Using SPC systems and processes to procure and manage services delivered by consultants and service providers</li> <li>• Encouraging and facilitating good project management practice for ICT projects.</li> <li>• Support O&amp;I initiatives, including the development of business cases with relevant teams within O&amp;I.</li> </ul>

### Level of Delegation:

Routine Expenditure Budget: 0

Budget Sign off Authority without requiring approval from direct supervisor: 0

## Personal Specification:

*This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.*

### Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"><li>Degree in project management, engineering, computer science, information technology or related field; or equivalent combination of degree and work experience</li></ul>	<ul style="list-style-type: none"><li>Current certification as a Project Management Professional or similar</li><li>ICT Certifications e.g. ITIL, COBIT etc.</li></ul>

### Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"><li>At least 10 years of experience in project management, preferably in the development sector.</li><li>Experience in monitoring and evaluation, including the development of theories of change, logical frameworks, performance indicators, monitoring and reporting against progress, and facilitating reflection, learning and adaptation with project stakeholders.</li></ul>	<ul style="list-style-type: none"><li>Experience working in the Pacific region.</li><li>Experience in portfolio management with multiple projects and funding sources</li><li>Experience in Agile project delivery.</li><li>Experience with modern project management software and tools in different organisational and project contexts.</li><li>Experience in project management training, mentoring, and coaching.</li><li>Working knowledge of French.</li></ul>

### Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"><li>Ability to plan, implement, and monitor complex projects, including budget management and reporting.</li><li>Ability to build and manage relationships with diverse stakeholders across the organization.</li><li>Understanding of different project management methodologies and the appropriate contexts in which these methods can be employed.</li><li>Understanding of project scheduling, critical path, and work breakdown structures.</li></ul>
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Advanced level	<ul style="list-style-type: none"> <li>• Experience with agile methodologies, user-centric design, and data-driven decision making.</li> <li>• Ability to gather requirements, perform analysis and translate stakeholder needs into detailed work packages.</li> <li>• Understanding of monitoring and evaluation principles and experience in developing and implementing project monitoring and evaluation frameworks.</li> <li>• Excellent writing, presentation, and communication skills.</li> <li>• Ability to facilitate workshops and deliver training to diverse audiences.</li> </ul>
Working knowledge	<ul style="list-style-type: none"> <li>• Knowledge of international standards and best practices.</li> <li>• Understanding of data life cycle and data value chain frameworks and how these can be applied in a development context.</li> <li>• Understanding of the software development lifecycle.</li> <li>• Understanding of security frameworks and data protection policies e.g. GDPR</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• SPC rules, policies, and procedures.</li> <li>• Cultural sensitivities and communication protocols across diverse customers.</li> <li>• The importance of gender equality, social inclusion, and human rights.</li> </ul>

## Key Behaviours

*All employees are measured against the following **Key Behaviours** as part of Performance Development:*

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement

## Personal Attributes

- High level of professional integrity and ethics.
- Friendly demeanor.
- Demonstrated high level commitment to customer service.
- Strong leadership skills to inspire and lead teams to achieve project success.
- Effective communication skills, with excellent written and verbal English.
- Strong problem-solving skills with the ability to identify and address challenges and make well-informed decisions.
- Excellent time management and ability to prioritise tasks and meet deadlines efficiently.
- Adaptability and ability to embrace change and adjust project plans as needed.
- Decisive in making timely and well-considered decisions.
- Ability to manage and build positive relationships with stakeholders for successful collaboration.
- High levels of emotional intelligence, demonstrating empathy and managing emotions to handle conflicts and communicate effectively.
- Ability to foster collaboration, teamwork and cooperation among team members and stakeholders.
- Resilient and able to maintain focus and enthusiasm while overcoming setbacks.
- Strong negotiation skills and the ability to skillfully manage conflicts and changing requirements.
- Can identify and mitigate project risks proactively.
- Professional integrity, honesty and ethical behaviour that builds trust and credibility.
- Is customer focused and can deliver projects that meet client needs.

- A continuous learning mindset that embraces ongoing improvement and stays current with industry trends.

#### **Change to Job Description:**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.