

## Job Description

<b>POSITION TITLE:</b>	PROGRAM MANAGER	<b>Direct Reports:</b>	#
<b>REPORTS TO:</b>	CHIEF INFORMATION OFFICER	<b>Indirect Reports:</b>	#
<b>UNIT/BRANCH/DIVISION</b>	PROGRAM MANAGEMENT	<b>Date approved:</b>	##/##/####

### Function

This position resides in the Program Management branch within the broader ICT Strategy and Programs division of Company X. Headed by this position, the branch is responsible for the management of all Company X Projects and as such consists of the following functional groups.

1. Project Managers
2. Project Co-coordinators
3. Project Support Officers

In performing Program Management, this branch is responsible for servicing customer requirements (against Company X's published Service Catalogue) and Company X strategic technology enhancements (defined by the ICT Strategy and Planning branch).

### Key Relationships

In addition to the above resource groups, this branch works closely with several branches across Company X as outlined below

ICT Strategy and Program Branch	Key Relationships
Solution Development	<ul style="list-style-type: none"> <li>• Solution Architects</li> <li>• Technical Specialists (SMEs)</li> <li>• Business Analysts</li> <li>• Resource Planning</li> </ul>
ICT Strategy and Planning	<ul style="list-style-type: none"> <li>• Technology Architecture</li> <li>• Architectural Governance</li> <li>• Business Service Catalog and Pricing Model</li> </ul>
ICT Operations Branch	Key Relationships
Account Manager	<ul style="list-style-type: none"> <li>• Customer Initiated Projects.</li> </ul>
Chief Operating Officer	<ul style="list-style-type: none"> <li>• Implementation Sign-off</li> </ul>

### Role Description

As manager of the Program Management branch this position has responsibility for providing sound project management disciplines within the Company X organization, based on a PRINCE2 framework. Responsible for managing the successful implementation of multiple projects this position will need to perform the necessary resource planning, in collaboration with the Operational and Strategic planning groups, to ensure Company X can meet current and forecasted demand by identifying new resource requirements in a timely manner.

### Key Accountabilities

- Ensure the effective management and communication of the initiation, execution and implementation processes.
- Provide initial project cost estimates
- Perform resource forecasting for technical specialists
- Govern individual project budgets against actual, for variance reporting and management.
- Provide regular billing reporting as determined by Business Services.
- Performance management of staff.
- Comply with Company X approved Standards and Governance frameworks as part of Project execution
- Provide regular status reporting as determined to senior management.

### Key skills, behaviors and experience

(for recruiting purposes selection criteria is in bold)

- **Minimum of 5 years working experience in Program Management**
- **Demonstrated experience in managing a group of Project Manager.**
- Certification in PRINCE2 methodology.
- Methodical and structured in their approach to tasks.
- **Strong focus on outputs and delivery against defined timeframes.**
- Demonstrated experience in creating, maintaining and following technical procedures.
- **Capability to organize and priorities tasks**
- Flexible approach and ability to work co-operatively within a team environment
- **Customer service focused and possessing a strong work ethic**