Position Title	Program Manager	Department	National IT
Reports To	CIO	Location	Melbourne
Incumbent	N/A	Date of Preparation	
Cost Centre	TBA		

Primary Purpose and Scope	*Why does this job exist? A sentence or two summarizing the main areas of responsibility and encapsulating the main reasons for the existence of the job. Provide broad size indicators, e.g. total staff controlled, level of advice provided, etc.*

The Program Manager is responsible for leading and managing the development and delivery of a suitable POS solution to replace the existing store-based RMS system.

This role will focus on the management of the cost, schedule, scope and quality of the overall program; oversight of all projects contained within the program, ensuring the successful delivery of the entire program; and stakeholder management.

Other areas of primary focus are: ensuring the implementation of agreed organizational change management strategies; overseeing transition to the final solution; directing sign-off for all necessary documentation and deliverables; and managing project variations and change control.

This will be achieved through working with constituent Project Managers and Team Leaders to monitor cost, schedule, and technical performance of component projects and operations, and through extensive liaison between project teams, external service providers, contractors, solution vendor and other stakeholders.

The position necessitates a highly motivated individual who can provide strong program management skills, along with leadership, guidance and coaching abilities, to deliver a quality focused and outcome.

Reporting Relationships and Key Interactions	*Attach or describe organization chart showing the position in context with subordinates, peers and reporting levels above. Also identify key internal and external relationships for this role other than reporting relationship.*

Internal

- Steering Committee – information exchange and governance.
- CIO – direct report.
- Business Units – strategic planning.
- Technical Team – technology analysis, planning and implementations.
- Transition Team – solution analysis, planning and implementations.
- Organizational Change Management Team – information exchange and planning.

External

- Store Owners and Staff – technology requirements analysis and deployment planning.
- Vendor Project Team – solution creation, planning, costing and implementations.
- CMC – project audit and QA review.
- Evolution – project management, planning, and regular reviews.
- CitiXsys – solution development and regular reviews.

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