

	Position description
Position Title	Project manager
Fixed Term Contract or EBA	Non-EBA
Status	Five-year contract
Classification	Non-management
Remuneration (EBA only)	N/A
Hours of Work	38 hours a week 5 days
Region	Corporate
Primary Location	Fawkner head office but may be required to travel to other GMCT sites
Date PD Adopted	November 2017

1. Organisational environment

At The Greater Metropolitan Cemeteries Trust (GMCT) we believe in caring for our communities with dignity and compassion. Each year, we help more than 12,500 families, of all cultures and faiths, to plan and prepare for funeral, cremation, interment and memorial services.

GMCT is custodian of 21 cemeteries (including two greenfield sites) and memorial parks which are maintained in perpetuity, giving our families, communities and future generations peace of mind. We are committed to maintaining these beautiful, restful and sustainable places to preserve and protect the memories and history they hold.

GMCT is comprised of three regions (north, east and west). Corporate functions and administration are conducted from the head office, located at Fawkner Memorial Park. The organisation employs approximately 200 staff. We recognise that our industry sector is not immune to change, and is being shaped by a number of trends. We are in a strong position to respond to these trends but require a workforce that is agile, resilient and up for change and innovation.

Our vision

Lasting memories, peaceful places

Our mission

We provide the final care for your loved ones, with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

2. GMCT Strategic Plan 2016 - 2021

Our 2017-2022 strategic theme – '*stepping up and reaching beyond*' - serves to articulate a commitment to our team and our stakeholders, to ensure we consistently strive to deliver beyond expectations, challenge perceptions of the industry, improve our service offering, and work with our communities. Our aspirational road map for the next five years will see GMCT focus on four fundamental pillars

- **Community connections** – we will lead and nurture strong connections with the communities we serve
- **Lasting stewardship** – we are stewards of the community assets we care for now and in perpetuity
- **Operational excellence** – our people will strive for excellence in everything we do, facilitated by innovative and effective technology, systems and processes
- **Change ready agility** – our culture is brave, innovative and collaborative, and aligns with our corporate values and strategic goals

These priority areas will underpin and inform initiatives and decision making over the next five years and ensure we are focused, transparent and accountable, while also allowing GMCT room to respond to new opportunities, challenges and changing needs and expectations.

3. Organisational context

As depicted below, GMCT currently includes 21 cemetery sites across metropolitan Victoria, and may acquire new cemeteries from time to time

- | | |
|-------------------------------|--|
| 1. Altona Memorial Park | 12. Northcote Cemetery |
| 2. Andersons Creek Cemetery | 13. Northern Memorial Park |
| 3. Burwood Cemetery | 14. Preston Cemetery |
| 4. Coburg Pine Ridge Cemetery | 15. Templestowe Cemetery |
| 5. Emerald Cemetery | 16. Truganina Cemetery |
| 6. Fawkner Memorial Park | 17. Werribee Cemetery |
| 7. Footscray Cemetery | 18. Williamstown Cemetery |
| 8. Healesville Cemetery | 19. Yarra Glen Cemetery |
| 9. Keilor Cemetery | 20. Plenty Valley – Yan Yean (greenfield site) |
| 10. Lilydale Lawn Cemetery | 21. Melton West (greenfield site) |
| 11. Lilydale Memorial Park | |

4. Professional standards

Our values

At the heart of our strategic plan remain our organisational values. GMCT values inform everything we do and provide the framework for how we conduct our business and how each person goes about their work, regardless of their role in the organisation.

Our values are a description of the way we see the world and what is most important to us. They are the basic principles that will guide and shape the way we think and act. This includes the way we provide services to our customers, the way we treat each other within the organisation and the way we relate to the wider community.

Our values are

Compassion

A staff member who demonstrates the GMCT value of compassion will

- try to see the situation from the other person's point of view
- respond with sensitivity and kindness to our customers, members of the community and our colleagues
- demonstrate willingness to provide help and support

Respect

A staff member who demonstrates the GMCT value of respect will

- show appreciation for the contribution of others
- seek to understand the priorities and needs of others
- provide high quality service
- demonstrate a 'can do' attitude

Sustainability

A staff member who demonstrates the GMCT value of sustainability will

- portray a positive image of the organisation to build reputation, even when things are difficult
- use the organisation's resources efficiently
- demonstrate concern for our environment
- identify better and innovative ways of doing things

Integrity

A staff member who demonstrates the GMCT value of integrity will

- communicate openly and honestly
- meet commitments to others and do what they say they will do
- deliver services in a professional manner
- accept responsibility for their own decisions and actions even when they make a mistake

5. Position organisational relationships

The project manager role is an integral part of the strategic development and infrastructure Directorate.

Accountable to:	Manager development and infrastructure program (MDIP)
Supervises:	Nil direct reports
Internal Liaisons:	The chief executive officer, executive management group, director strategic development and infrastructure, leadership team and all indoor/outdoor staff.
External Liaisons:	Contractors, visitors and all levels of government/government agencies.

6. Position context

The project manager role will work collaboratively with peers focusing on supporting the organisation to implement nominated projects in a safe and strategic manner that positively influences GMCT's stakeholder experience.

7. Position objectives

The project manager (PM) is responsible for all nominated projects, including co-ordinating and overseeing all activities by contractors (and staff) engaged to undertake specific projects. The PM must keep the MDIP informed on the status of works, including any potential Risks, Issues, Variations or delays.

Objectives

- Assist manager development and infrastructure program (MDIP) to develop annual business plans, budget bids, business cases and objectives for work unit, consistent with organisational strategic directions and objectives.
- Support the development and infrastructure program team in the strategic development of the infrastructure program and other civil construction works
- Develop and maintain project plans in accordance with GMCT project methodology
- Developing specifications and tender documentation in accordance with GMCT procurement policies, procedures and delegations
- Oversee induction of contractors and consultants to ensure all contractors perform in accordance with their contracts and GMCT policies and procedures.
- Ensure that a healthy and safe working environment is provided to all contractors, staff and visitors in accordance with GMCT OH&S policies and procedures.
- Provide accurate and timely advice and information to the manager development and infrastructure program (MDIP) on the status of the nominated projects.

8. Key responsibilities

- Promote, build and maintain good communication and working relationships within work units and across other GMCT departments
- Work with the manager development and infrastructure program (MDIP) and the senior management team to implement and uphold the GMCT vision, mission and values and the objectives incorporated within strategic, annual and business Plans related to the delivery of projects.
- Support the senior project manager (SPM) in monitoring and evaluating achievement of productivity against negotiated targets and implement strategies to meet agreed targets.

- Participate in the preparation and development of the annual budget for the operational unit, including the Capital Expenditure Budget.
- Ensure projects are delivered with Budget and forecast parameters and provide input to anticipated cash flow.
- Report any injury, illness, asset of financial loss, hazard and near miss incident to their manager/supervisor within 24 hours of detection in accordance with GMCT procedures
- Ensure that services delivered are effective, efficient, and client focused, and consistent with GMCT strategic objectives
- Ensure that all activities comply with relevant legislative obligations
- Regularly monitor, interpret, and evaluate financial output and outcome data
- Oversee the performance of activities against KPIs in formalised contracts.
- Maintain accurate and up to date records of work undertaken in accordance with GMCT policies, procedures utilising GMCT methodology and EDRMS systems.

9. Key capabilities

Essential capabilities	
Capability	Proficiency level
<p>Infrastructure Development – plans and manages acquisition and development of infrastructure that supports achievement of GMCT strategy</p> <ul style="list-style-type: none"> • Project manages multiple projects to schedule and budget, and identifies, manages and rectifies issues if they arise • Allocates projects within team according to strengths and capabilities • Coaches and supports others to build project management, asset management and infrastructure development capability 	Advanced
Capability	Proficiency level
<p>Collaboration – builds and maintains positive relationships to enhance productivity and increase customer satisfaction</p> <ul style="list-style-type: none"> • Initiates and maintains networks to enable the achievement of business objectives • Builds and maintains positive, productive relationships with key stakeholders to influence their strategy and decision making processes • Seeks and values diverse contributions, experiences and ideas of others • Utilises the expertise of the wider GMCT team to ensure the best outcome is achieved • Looks for opportunities to facilitate collaboration between others • Role models teamwork and collaboration • 	Advanced
Capability	Proficiency level
<p>Commercial Acumen – understands the GMCT business and industry, and executes business plans to maximise performance and deliver in strategic outcomes</p> <ul style="list-style-type: none"> • Actively manages the impact of own performance on business and commercial outcomes • Uses a detailed understanding of GMCT offerings, industry and legislative changes, and competitor activity to identify and act on opportunities for self/team/business • Creates, interprets and analyses financial information for successful operation of the business 	Intermediate

Capability	Proficiency level
Accountability and Results focus – plans effectively and takes accountability for behaviour and results	Intermediate
<ul style="list-style-type: none"> • Maintains drive and consistent focus on achieving results • Plans, manages and prioritises own workload to effectively and consistently deliver on individual and team objectives • Initiates action without prompting • Manages expectations, communicates clearly and ensures that issues are escalated and managed appropriately • Uses knowledge of GMCT Strategic Objectives and GMCT Values to inform decision making, action and behaviour within own role • Understands the balance between the provision of excellent customer service and driving sales performance • Holds team to account for their behaviour 	
Capability	Proficiency level
Communicating with Influence – engages and inspires others through clear, timely, accurate and persuasive communication	Intermediate
<ul style="list-style-type: none"> • Tailors communications to suit the audience • Uses a range of influencing techniques to build support • Supports messages with relevant examples, evidence, demonstrations and stories • Communicates issues clearly and credibly with different audiences • Handles challenging questions confidently and constructively • Shows courage to raise difficult issues 	
Capability	Proficiency level
Emotional Intelligence – identifies, controls and appropriately expresses emotions of self, and manages the emotions of others with empathy and respect	Advanced
<ul style="list-style-type: none"> • Positively influences the way others feel and consistently demonstrates respect, dignity and compassion • Anticipates emotional needs and reactions of others, and prepares/addresses needs accordingly • Supports others to resolve internal and external conflicts in a calm and effective manner • Responds effectively to others' inappropriate behaviour • Facilitates challenging conversations effectively • Supports others to express emotions in a way that is respectful to the feelings of others • Coaches and support team to develop their emotional intelligence and to balance the emotional needs of others with the operational needs of the business 	

Preferable capabilities

Capability	Proficiency level
<p>Leadership – provides direction and purpose, and empowers, motivates and inspires others to achieve their potential</p> <ul style="list-style-type: none"> • Takes ownership for career and reaching potential • Understands individual differences and adapts personal style to bring the best out of relationships • Energises and empowers self to develop capability 	Intermediate
Capability	Proficiency level
<p>Customer Centricity – has the customer experience at the forefront of every decision and action</p> <ul style="list-style-type: none"> • Acts as GMCT advocate with community and customers • Understands customer needs and uses this knowledge to deliver the right solutions for them in the right way, at the right time • Uses customer satisfaction information to improve the customer experience • Consistently looks at issues from the eyes of the customer • Actively seeks feedback and insight from the customer when problem solving 	Intermediate
Capability	Proficiency level
<p>Change Agility & Resilience – maintains composure and focus under pressure and quickly adapts to change</p> <ul style="list-style-type: none"> • Identifies and addresses resistance to change • Supports other team members during time of change • Communicates key information and wider reasons for change • Gains support and generates enthusiasm for change • Recognises when to ask for support when face with challenges • Remains calm and engaged under pressure • Consistently demonstrates emotional self-management 	Intermediate
Capability	Proficiency level
<p>Operational Excellence – drives and supports improvements in operations that enhance productivity, efficiency and effectiveness whilst maintaining safety and minimise risk</p> <ul style="list-style-type: none"> • Completes day-to-day requirements of role as promised and expected, and addresses/escalates errors and issues as appropriate • Balances the day-to-day operational requirements of the role with meeting the emotional needs of customers • Shares ideas for improvements with manager and team, and demonstrates initiative where appropriate/safe to do so • Continually searches for ways to improve efficiency, effectiveness and productivity in own role / within immediate team • Consistently adheres to safety and risk guidelines and standards and escalates 	Intermediate

10. Corporate involvement

GMCT is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high standards of work.

All GMCT employees are required to

- Maintain the highest standards of integrity and behaviour in line with GMCT Values and Code of Conduct.
- Uphold and enhance the reputation of GMCT.
- Participate in the development and review of organisational initiatives and assist in the delivery of organisational goals.
- Participate in regular performance management planning and review processes with immediate manager.
- Undertake identified training and development activities/programmes.
- Provide regular and /or ad-hoc reports to immediate manager when required in an agreed format for the purpose of monthly supervision, team meetings and six monthly and annual individual development reviews.
- Attend Regional and Team meetings as required.
- Maintain confidentiality at all times.
- Comply with all GMCT policies and procedures.
- Understand and adhere to all OH&S policy, legislation, regulation, risk management strategy, policy and procedure.
- Be responsible for effective risk management including incident reporting, and ensuring that management is aware of risks associated with business operations.
- Assist their manager in the identification, development and maintenance of the health and safety improvement action plan.
- Develop agreed and measurable success measures to support the health and safety management action plan and health and safety management strategy.
- Assist their manager in the input of risks, hazards or environmental risks into the risk register database.
- Implement hazard management practices in their daily activities.
- Report any injury, illness, asset or financial losses, hazard and near miss incidents to their manager/supervisor within 24 hours of detection in accordance with GMCT procedures.
- Comply with health and safety practices in accordance with the OH&S Regulations 2007, Victorian WorkCover Authority Codes of Practice and GMCT Safety Management Plan 2014.
- Comply with all other Commonwealth and State legislation relevant to the organisation.
- Undertake other duties as directed by immediate manager not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

11. Key selection criteria

Applicants must address the following criteria in writing to be considered for this position.

All selection criteria are essential unless marked as 'desirable'.

Qualifications & experience

- Degree or Diploma in Civil Engineering with two to three years or relevant construction experience
- Ability to effectively communicate at the executive level
- Proven capability in project management
- Demonstrated ability to undertake analysis, generate and report on information and provide recommendations
- Decision making; proven ability to work independently and to provide advice on a broad range of issues
- Capacity to organise resources – human, physical - to optimise efficiencies in unit operations
- Understanding of, and commitment to, OHS practices which ensure a safe and healthy working environment for staff and the public
- Attention to detail which ensures accurate and up to date records are maintained
- Ability to work well as part of a team
- Ability to act autonomously and make decisions.

Skills / abilities

- Knowledge and experience in understanding and advising on project management and best practice methodologies and principles
- Outstanding skills in driving and facilitating complex transformation programs in collaboration with multiple internal and external stakeholders to meet and address current and emerging business needs; to high quality standards, within defined timeframes and within budget constraints
- Demonstrated skills in analysis and reporting
- Exceptional relationship and communication skills, including the ability to provide authoritative advice and to manage relationships, influence and negotiate at senior levels
- Extensive knowledge of and proven experience in strategic stakeholder engagement
- Excellent written communication and interpersonal skills, including demonstrated ability to prepare and deliver technical and business papers, reports and proposals for all levels of GMCT and particularly for the Executive and Trust
- Knowledge and undertaking of GMCT organisational structure, evolving pedagogical and research methodologies is highly desirable
- High level of interpersonal and communication skills and demonstrated ability to apply these with internal and external stakeholders.

Technical skills

- Relevant experience in project management methodology
- Current driver's licence
- Proficient in Microsoft Office suite of programs.

Relevant physical requirements

Requirements	Frequency of Occurrence (tick where appropriate ✓)				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Weights and Forces					
Lifting from floor to waist (<5 kg per item)		✓			
Lifting at waist height (<5 kg per item)		✓			
Lifting waist to shoulder (<5 kg per item)		✓			
Carrying		✓			
Pushing (trolley weighing up to 50kg)	✓				
Pulling (trolley weighing up to 50kg)	✓				
Moving equipment and/or furniture	✓				
Holding or supporting	✓				
Above shoulder	✓				
Whole Body and Lower Limb Movement					
Standing		✓			
Sitting - at desk		✓			
Sitting - vehicle		✓			
Walking			✓		
Walking - whilst carrying	✓				
Walking - on uneven ground			✓		
Climbing - stairs			✓		
Climbing - ladders			✓		
Driving - passenger vehicle			✓		
Computer - desktop		✓			
Computer - laptop			✓		
Squatting	✓				
Kneeling	✓				
Upper Body and Upper Limb Movement					
Reach - forward (>30cm from body)	✓				
Reach - side (>30cm from body)	✓				
Reach - above shoulder	✓				
Gripping or grabbing	✓				
Bending neck - looking up		✓			
Bending neck - looking down		✓			
Rotating neck		✓			

Requirements	Frequency of Occurrence				Comments
	Rarely 0% to 5%	Occasionally 6% to 33%	Frequently 34% to 66%	Regularly 67%-100%	
Bending spine - forward		√			
Bending spine - backward		√			
Twisting spine to side		√			
Writing with pen or pencil		√			
Typing			√		
Sensory					
Hearing - holding direct conversation and telephone			√		
Hearing - alarms , signals, disturbance		√			
Visual - read printed material, signage				√	
Visual - read computer screens				√	
Visual - driving				√	
Other					

I have read and understood the requirements of this role

Employee

Signature **Print Name** **Date**

Manager

Signature **Print Name** **Date**