Position Description	
Position Title:	**IT Project Manager**
Status	12-month Fixed Term contract, Full time
Primary location	117 Berkeley Street, Melbourne
Date PD Adopted:	August 2021
PD Review Date:	

About Unison

Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, transitional housing and owners corporation services.

We believe that affordable housing is the foundation on which to build a life of value, but that a good life takes more than just housing. A good life takes place in a community.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison also assists over 3,500 people each year who are homeless or at risk of homelessness.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTIQ+ communities to join our workforce.

Vision
Communities that thrive.

Mission
Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

Organisation values

Unison 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 in line with our Values:

People: We put the customer at the heart of what we do, we value each other and welcome diversity

Respect We are respectful of all and welcome open and honest discussion

Positivity We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions

Accountability We do what we say we will do

Position Objectives

The IT Project Manager will project manage the design, build, test and deployment of a new Payroll/HR system (Aurion), and the upgrade of the existing housing, finance and business intelligence capability software (MYOB Greentree and Qliksense).
The role will work closely with internal technical resources and software implementation partners and will include a significant data collection process to assist in the design, build, user acceptance testing and deployment of the product.

Key Accountabilities

Organisation and Staff
- Deal effectively with issues escalated from across the organisation that require decisions or intervention to achieve required resolution for each IT system project
- Work collaboratively and proactively with other Unison teams, and with external stakeholders as required.
- Ensure best practice in service delivery through ongoing review and documentation of policies and procedures.
- Support the delivery of assigned tasks within the IT delivery plan
- Represent the organisation in a professional and commercial manner with contracted service partners

Project management
- Meet with implementation partners on a regular basis to actively manage expectations, data migration and reporting deadlines.
- Collaborate across the organisation to ensure employees are kept informed on current status, responsibilities and future requirements, working in conjunction with the communications team to inform employees on project milestones.
- Support change management processes during all phases of the project, including communication to key stakeholders and identifying change champions
- Identify and assess risks as well as develop mitigation strategies.
- Provide project reporting and success metrics to Executive on a monthly basis and to FARCOM (Finance Audit and Risk Committee) as required.

IT Implementation
- Tasks connected to system administration and implementation, including:
  - Participation in workshops to identify system process improvement opportunities
  - Create workflows
  - Test configuration changes, facilitate User Acceptance Testing (UAT), identify different case scenarios and deploy to production
  - Manage system upgrades with the business to minimise disruptions
  - Troubleshooting
  - Identify training gaps across the organisation and coordinate the delivery and appropriate presenters in such training
- Implement Qliksense Business Intelligence tools and work with teams to establish desired reporting measures and dashboard reporting.
- Provide additional IT support as requested by the Director Finance

Key Selection Criteria

Qualifications, Experience	• Substantial experience in Project Management and the successful implementation of technology solutions • Demonstrated experience in delivering outcomes within a small project team, and achieving key performance measures and financial targets
Personal Qualities	• Ability to show initiative, be a self-starter, work autonomously and in a team environment. • A high level of energy and enthusiasm • Positive and inclusive style that supports change • Excellent negotiation and conflict resolution skills including the ability to build positive and lasting stakeholder relationships internally and externally
Knowledge and skills	• Demonstrated practical and working understanding of all project management requirements • Excellent communication skills – including verbal and written communication • Understanding of Privacy legislation and associated requirements • Exceptional time management skills and an ability to prioritise workloads • Knowledge of MYOB Greentree and /or Aurion systems desirable
Workplace Health and Safety	• Ensure that Unison's Occupational Health and Safety Policy and Procedures are continually observed and complied with. • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Unison's OHS Frameworks. • Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard elimination where practical.
Safety screening	• This role is subject to a satisfactory National Police History check and Working with Children Check. • Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

Physical Inherent Requirements

Office Duties	• Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks. • General office-based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.
Driving	• Required to drive private or Unison owned vehicles.
Work Environment	• May be required to work from different sites, including offsite facilities. • Exposure to varied weather conditions.
Lifting and Carrying	• Infrequent lifting and carrying of items up to 5kgs.
Bending and Reaching	• Required to occasionally bend and reach.

Organisational Relationships

Accountable to	• Director Finance
Supervises (Day to Day Operations)	• N/A
Internal Liaisons	• Finance Team • Housing and Homelessness Team • Asset Management Team • Corporate Services Team • Business Systems Administrator
External Liaisons	• Software delivery partners