



## Position Description

<b>Position title:</b>	Senior Project Manager Digital Trust Service (DTS)
<b>Entity:</b>	Austroads
<b>Group:</b>	Product Development
<b>Job Type:</b>	Full time (1.0 FTE)
<b>Location:</b>	Austroads Melbourne/Sydney Office
<b>Reports to:</b>	Director Digital Identity
<b>Responsible GM:</b>	GM Product Development
<b>Direct reports:</b>	Nil

## Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

## The Role

### Team Purpose

The Product Development team oversees management and coordination of select significant implementation projects for Austroads, with a focus on the development and implementation of new products and services, in alignment with Austroads strategic objectives and the evolving needs of our members and key stakeholders.

### Position Purpose

The Senior Project Manager Digital Trust Service has key responsibilities for establishing, managing and delivering Austroads projects that support our members transition to digital driver licences in an interoperable and nationally harmonised manner. This includes informing policy and investment decisions, coordinating proposals and trials, and developing and delivering innovative digital identity and credential verification solutions.

### Major Responsibilities/ Accountabilities

The role is responsible for:

- Management of projects relating to digital driver licences, digital identity and credential verification, in compliance with Austroads project management framework.
- Establishing and coordinating effective governance arrangements for projects and other initiatives, including as secretariat for governance forums involving members and other external stakeholders.
- Engagement and management of external suppliers and contractors and ensuring these meet requirements and deliver value.
- Effectively collaborating with internal and external stakeholders, including to consult, inform and influence decision making.
- Monitoring and reporting on project performance, including the identification and escalation of issues and risks for resolution.
- Providing project management services for applications development and operations (business-as-usual) projects which includes:
  - o Defining project objectives, high-level scope, roles and responsibilities, and resource requirements.
  - o Developing documentation including, but not limited to business cases, project proposals, RACI, project plans, project schedules, governance reporting packs, resource impact analysis (effort/cost estimations), cashflow forecast / actuals, project change requests, project change, risk and issue logs.
  - o Managing, tracking and preparing project status reports on schedule, budget, scope, quality, risks/issues, dependencies, project change requests according to project plan.
  - o Recruiting and managing of resources, updating and finalising contracts with consultancy service providers.
  - o Processing invoices for consultancy services against approved contracts.
- Mentoring and providing guidance to other team members.
- Undertaking detailed planning ensuring alignment with existing systems and strategy by working with architecture subject matter experts.
- Undertaking the role of Scrum Master to facilitate self-organising project team members to contribute to a successful delivery of a project.
- Understanding, managing and providing guidance in operations/applications configuration, data migration, change deployment and operational handovers.
- Ensuring Austroads maintains authoritative knowledge and expertise on relevant digital identity matters, and is effectively connected with relevant experts, forums and initiatives both nationally and internationally.
- Provision of authoritative direction and advice, including through presentations and reporting to the Board, executive group, and other key stakeholder forums.

- Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
- Maintaining and adhere to Quality Systems processes and procedures associated with the role.
- Other duties as directed.

## Key Stakeholder Interfaces

### Internal

- General Manager Product Development
- Director Digital Identity
- Project team members
- IT and NEVDIS staff
- Contracts Administrator
- Communications team

### External

- Austroads Member Organisations Other government agencies
- Contractors, consultants and service providers

## The Person

### Qualifications, Knowledge, and Experience

The Project Manager Digital Trust Service will possess:

- Demonstrated experience with successfully managing and delivering complex projects.
- A detailed understanding of project management frameworks and methodologies.
- Highly developed interpersonal skills, including the ability to consult, influence, conduct sensitive negotiations, and to build working relationships across various organisations.
- Demonstrated ability to effectively lead staff and project team members.
- Excellent written and verbal communications skills and demonstrated ability to translate complex and technical information for different audiences.
- Proven ability to work independently and a capacity to meet challenges through the application of personal initiative and development of innovative options and solutions.
- Engaging, dynamic and relishing working in a complex and changing environment, with the ability to respond to rapidly changing demands.
- Experience with government agencies and departments is highly regarded.
- Knowledge and understanding of digital identity matters, either from a regulatory or technical perspective, is highly desirable.
- Relevant tertiary level qualifications.

### Personal Qualities

The incumbent will need to present a professional image and build strong relationships across the enterprise. Specifically, the role requires:

- Mature project management capabilities, with an ability to deliver to agreed requirements.
- Well-developed relationship management, communication, consultation, and negotiation skills.
- Sound judgment, analytical and problem-solving skills.
- Strong interpersonal skills, including within and across project and operational teams.
- Comfort working in an environment which is constantly evolving.
- Commitment to ongoing professional development and learning.

## Capability Profile

Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Advanced
Leads Change Strategically	Thinks critically and acts on the broader purpose of the system with optimism, in an environment of complexity and ambiguity.	Intermediate
Simulate Ideas and Innovation	Gathers insights and embraces new ideas and innovation to inform future practice	Intermediate
Makes Insightful Decisions	Makes considered, ethical and courageous decisions based on insight into the broader context	Intermediate
Project/Work Delivery and Management	Defines work activities required to deliver against outcomes intended, in line with agreed timeframes, resources, and ways of working. Understands and applies effective project planning, coordination and control methods.	Advanced
Political and Organisational context	Understands the relationship between political dynamics, regulatory or legislative requirements and diverse stakeholder perspectives to ensure service need solutions are fit for purpose.	Intermediate
Stakeholder Management	Identifies stakeholders impacted by decisions. Takes steps to keep interested parties engaged while managing expectations on outcomes.	Advanced
Influence/ Negotiate/ Persuade	Gains consensus and commitment from others to promote the organisation's agenda and plans. Works proactively to anticipate and resolve issues and conflicts.	Intermediate
Team Management	Defines work activities, team structure and individual roles to optimise business outcomes.	Intermediate
Resilience and Courage	Is open and honest, prepared to express views, and willing to accept and commit to change. Maintains a positive attitude in the face of challenging situations.	Intermediate

Fostering a Healthy Environment	Fosters a workplace where health, safety and wellbeing is promoted and prioritised.	Intermediate
---------------------------------	---	--------------