

Project Coordinator

Reports to: Project Manager
Service/Team: Business Improvement
Date: August 2019

SDN Purpose and Values

SDN Children's Services (SDN) is a for-purpose, not for profit organisation that started in 1905. We're here to promote and enhance children's wellbeing, learning and development and we do that for children from birth to their transition to high school through early learning services, children's therapies and family support programs. We believe that every person and every living thing has inherent worth and is owed respect and care. We commit ourselves to being trustworthy and reliable, inclusive and respectful and creative and innovative.

SDN formally acknowledges the unique position of Aboriginal and Torres Strait Islander peoples as the First Australians and custodians of the land.

Purpose of Service/Team

To build robust, customer centric business systems. The Business Improvement team brings together technology, quality management and user focussed design to partner with service delivery and corporate services teams in developing lean, effective and responsive solutions.

Primary Objective

Working cross-functionally with Operational Managers, Senior Practice Leader, Customer Experience Specialist and Quality Systems specialist, you will be providing administrative support for Social Enterprise Program team in alignment to Balanced Portfolio Strategy and ensure related projects are successfully and timely completed.

Key Accountabilities

Service Delivery

- Successfully plan, organise and monitor assigned projects
- Foster strong and productive working relationships with key stakeholders ensuring effective collaboration and communication with cross-functional teams
- Construct and maintain project related documentation (i.e. project schedules, deliverables and reports) utilising Wrike project management software where required
- Coordinate project meetings and communication as required
- Actively contribute to shared knowledge and expertise of the project team

Working Relationships

- Model good working relationship behaviours
- Understand and comply with SDN policy on good working relationships
- Zero tolerance for discrimination, harassment, victimisation, bullying or other inappropriate workplace behaviours
- Report incidents of discrimination, harassment, victimisation, bullying or other inappropriate workplace behaviours

Work, Health and Safety

- Responsible for personal health and safety
- Complies with SDN requirements in relation to WHS & Injury Management activities and responsibilities
- Identifies and reports WHS problems, where evident, in processes or systems
- Reports accident/incident information promptly to RTW/WHS Consultant.

Selection Criteria

- Excellent stakeholder management experience
- Experience with MS Office 365
- Strong problem-solving skills
- Ability to work under pressure, manage competing priorities and work according to deadlines
- Working with Children's Check (NSW) or willingness to obtain

Competencies

Level 2

Championing SDN

- Regularly checks how their work fits with the relevant aspects of the vision of SDN.

Achieving Results

- Researches and investigates information helping the team to make the right decision.
- Identifies potential opportunities and issues and raises them accordingly.

Developing Self

- Demonstrates a high level of self-awareness, understanding how they come across and their impact on others.

Seeking, accepting and giving feedback

- Uses feedback to evaluate the impact of actions, seeking to understand what is working well/less well in their approach.

Communicating and influencing

- Communicates upwardly with confidence and authority and positively influences internal colleagues.

Relationship Management

- Acts as a conduit of knowledge and processes.
- Proactive in spotting when others in the team might need support.

Prioritising, planning and organising

- Manages multiple tasks, with conflicting deadlines effectively.

Innovating, adapting to and managing change

- Champions and facilitates operational change and suggests useful changes to improve the way tasks and activities are approached.

Managing, empowering, and developing others

- Efficiently balances responsibilities for completion of tasks between themselves and others.

Providing strategic direction and vision

- Understands and can interpret the principles of SDN's strategic direction and vision.

IT and Systems

- Intermediate – high competence in Microsoft packages and role related systems.

Outputs

- Project milestones are achieved

Acknowledgment

Employee Name (please print)

Signature of Employee

Date signed

Manager Name (please print)

Signature of Manager

Date signed
