



ASO8 Project Manager Technical Portfolio Operational Services Branch

ORGANISATIONAL OVERVIEW

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24-hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

POSITION OVERVIEW

Summary

The Information Systems and Technology (IS&T) Service supports the frontline policing and corporate operations of SAPOL through the provision of ICT infrastructure and communication platforms, operational software applications, and support services. The Service is responsible for driving the ongoing evolution of ICT capability across SAPOL, through the delivery of high-quality ICT change programs. The Service is structured across four core pillars: Strategy, Innovation and Engagement; Program Delivery; Operational Services; and Security and Assurance. The Service extends from traditional ICT services to encompass a specialist radio and technology capability, including laser and radar calibration services.

The Operational Services Stream is responsible for the support and management of SAPOL's IT environment, including Hardware, Software, Infrastructure, and Services to support our business. In addition to business-as-usual services Operational Services also provide a significant volume of technical expertise to support the delivery of projects.

The Technical Portfolio drives SAPOL's critical technology initiatives through modernising end-of-life infrastructure and applications; delivering technical solutions for branch expansions

Service Integrity Leadership Collaboration Courage Respect



and relocations; and standalone high-complexity projects. Powered by a skilled team of Project Managers and Business Analysts, this portfolio ensures resilient, future-ready technology for operational excellence.

The Project Manager is responsible for managing large, complex and technical IT solutions for significant project(s). The role has responsibility for one or more assigned projects including leadership and direction to assigned project resources. The role will build strong relationships with SAPOL project sponsors, business subject matter experts and suppliers.

Special Conditions

Work Status	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
Location	Adelaide CBD
Qualifications	N/A.
Out of Hours Work	Some out of hours work may be required.
Travel	Some intrastate and interstate travel may be required.
Performance Management	The incumbent is required to participate in SAPOL’s iEngage program.

Reporting / Working Relationships

- Reports to the Technical Portfolio Manager.
- Provides leadership and work allocation to project staff and contractors for specific projects.
- Works closely with IS&T staff, SAPOL business representatives, vendors and stakeholders to deliver assigned projects.

KEY OUTCOMES

- Work closely with the project team to ensure development of detailed project plans include relevant functional and technical specifications.
 - Ensure functional and technical designs are developed and are linked to the strategic and operational imperative of the SAPOL business customers in relation to the specific project.
- Manage project resources to:
 - Deliver new systems functionality by managing the creation of new and modification of existing solution components to meet the business requirements.
 - Ensure staff are included in analysis and design and functional specifications are well understood.
 - Ensure all work is prioritised and appropriately allocated, and progress is monitored and reported on.
 - Ensure an approved methodology is maintained and followed to support the deliverables of the project.
- Manage vendor relationships in the delivery of project components and ensure the delivery of goods and services conforms to the conditions of the contract.
- Appropriately engage with vendors to ensure enhancements or configuration activities conform with IS&T standards.

- Liaise as required with other IS&T areas, SAPOL projects and key stakeholders (including other government agencies) to ensure:
 - Dependencies and changes are identified and managed.
 - Definition of business, system and integration requirements are documented.
 - Coordination of solution testing including integration and regression testing.
- Ensure projects are successfully handed over to Operational Services, by:
 - Working closely with the Quality and Assurance Branch in relation to change and deployment activities.
 - Providing system maintenance documentation to enable production support and lifecycle management.
 - Working with enterprise architects to ensure artefacts are incorporated into architectural repositories.
- Administer project(s) efficiently and effectively by:
 - Developing and managing project schedules, resources and resource plans, project dependencies, scope change, risks, issues, budgets and finances.
 - Managing requirements, changes and defects.
 - Establishing quality assurance processes in line with IS&T standards to ensure the fit for purpose of project deliverables.
 - Providing timely and accurate reporting.
 - Undertake project evaluation and lessons learnt activities prior to finalising projects.
 - Work with the PMO to utilise and improve project management methodologies.
- Build and maintain effective relationships with SAPOL senior officers and managers to understand their needs and engender trust in delivering solutions through projects.
 - Establish Project Boards and ensure there is understanding and commitment of business representatives involved on their role and responsibilities.
 - Provide clear, accurate and timely information to IS&T leadership and project sponsors to inform decision making.
- Provide leadership, supervision, and performance management of technical staff and resources allocated to assigned projects.
- Ensure the identification of risks, issues projects and work with Portfolio Leads, PMO, IS&T leadership, Project Sponsors and Managers to prioritise and resolve these. Inform relevant project stakeholders of internal and external changes that will affect projects to minimise any adverse impacts and maximise potential opportunities.
- Contribute to building project management maturity and practice through mentoring, supporting and developing the skills and awareness of project staff and project stakeholders to ensure the successful delivery on initiatives and projects.
- Contribute to the continuous improvement of the IS&T Service through demonstrating support for IS&T staff; displaying SAPOL's values and objectives; and achieving higher outcomes through contributing progressive options and promoting the use of contemporary IT methodologies.

QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE

Essential Minimum Requirements

- Significant experience managing IT projects.
- Demonstrated experience in the management of large and complex IT projects, implementing significant business change and IT solutions.
- Demonstrated experience in project management including:
 - The management of project schedules, resources and resource plans, project dependencies, scope change, risks, issues, budgets and finances.
 - Requirements management, change management and defect management.
 - The implementation of quality assurance processes and subsequent adherence verification

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- The creation and presentation of project reports and papers to various key stakeholders.
 - A comprehensive understanding of PRINCE2 or equivalent project management methodologies.
 - Proven ability to communicate effectively with people of all levels both verbally and in writing.
 - Proven ability to manage resources effectively, provide guidance to staff and work effectively in a team environment to achieve agreed objectives.
 - Experience in maintaining effective relationships with customers, colleagues, suppliers as well as internal and external stakeholders, including conflict resolution and managing expectations.
 - Demonstrable understanding of business process re-engineering, application development methodologies, quality assurance mechanisms and the SDLC including supporting tools and techniques.

Desirable Characteristics

- Previous experience in IT projects in a policing environment.
- Knowledge of Government procurement practices.
- Qualifications in Project or Program Management delivery and/or qualifications.

CORPORATE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Guidelines.