

Position Description



Project Manager

Strategy and Outcomes

October 2025

Agreement

Signed–Manager

Signed–Employee

Date

Date

Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters."

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

Deepening our Word & deed

Claiming our prophetic voice

Extending our impact

Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

Overview and purpose of Strategy, People & Partnerships

The purpose of Wesley Strategy, People and Partnerships portfolio is to enable and support the successful execution of Wesley Mission's strategy. In keeping with this purpose, the team leads key strategic initiatives to realise its vision and mission consistently with its values, and to ensure it functions optimally for the benefit of its internal and external clients and for the good of its employees and volunteers. The team offers strategic leadership and service support across Wesley Mission.

Strategy and Outcomes are part of the Strategy, People & Partnership portfolio focusing on priority business transformation, technology projects, change management, growth initiatives and outcomes reporting to realise its vision and mission. Services include project and change management, business analysis and insight, process improvement, strategy development and business planning, bid management and outcomes reporting.

Purpose of role

The purpose of the role is to manage delivery of complex projects across Wesley Mission, ensuring alignment with project governance and industry best practices.

The Project Manager provides leadership, support, guidance, and coaching to ensure the successful delivery of approved projects.

The role holds end-to-end responsibility—from initial scoping through to completion—including stakeholder management, problem solving, project management, and change management and is accountable for delivery within agreed time, cost, scope, and risk tolerance.

Additional responsibilities include supporting the benefits identification and realisation process and ensuring that changes are fully embedded.

Relationships

Reports to:	Head of Strategy and Outcomes
Key relationships:	Project teams and Project working groups, Steering Group stakeholders.
Industrial instrument:	Non-Award Salary

Major role responsibilities

- Manage delivery of key projects in line with agreed Project Management framework.
- Manage cross-functional teams across business, operations and technology and ensure high engagement and motivation for the project team to ensure tasks are completed effectively.
- Define the project scope, project objectives, required outputs and outcomes.
- Develop and oversee detailed delivery plans, budgets, and stakeholder communication to achieve the project objective.
- Identify risk, apply risk management strategies and maintaining risk registers, work within the organisations Risk Appetite Statement and support the team to control and mitigate risks to ensure that they are within the Board's Risk Appetite Statement.
- Ensuring effective monitoring of delivery plan/s, document, and report progress against the plan/s.
- Ensure adherence to financial management process, project expenses are aligned to budget and within agreed tolerances and seek opportunities to minimise expense wherever possible.
- Ensure project deliverables meet required standards, and outcome is of high quality and expected outcomes are achieved.
- Ensure there is a strong client focus when assessing, prioritising, and developing change strategies.
- Develop and maintain strong relationships with key stakeholders across Wesley Mission, implement effective communication to ensure expected outcomes are achieved.
- Identify and implement tracking of benefits to ensure intended business benefits are realised beyond completion of the project.
- Ensure organisation is prepared, change management strategies are developed to ensure buy-in, and change is fully embedded.
- Accountable for all related project management responsibilities.
- Be a strong ambassador for the Strategy and Outcomes team

Professional responsibilities

- Support and work in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed.
- Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work. Report hazards and incidents to your supervisor and in accordance with the organisation's Work Health & Safety Management Framework Manual, related safety policies and procedures and site/service procedures. This includes taking part in safety consultations and safety investigations within your service to help resolve them in a timely manner.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow reasonable directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor.
- Participate at least annually in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Regular report to Head of Strategy and Outcomes on team issues such as resourcing needs, performance, training/development, engagement, wellbeing, disciplinary action, leave, risk and work health & safety issues.
- Provide coaching and advice around best practice change and project management to stakeholders across Wesley Mission.
- Support a strong quality and continuous improvement focus within the team and across the business.

Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

Selection criteria

To be successful in this position, you must possess the following:

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and:
 - Work in accordance with the organisation's Vision, Mission and Values.

- Value people through kindness, respect, care and support.
- Foster trust through honesty, integrity, reliability and fairness.
- Demonstrate personal accountability including in your conduct, compliance, commitment, performance and quality of the service you provide.
- Contribute to a positive and highly engaged work environment through a positive manner and being a good colleague, collaborator and team player.
- Displays emotional maturity and resilience.
- Highly organised and structured professional.

Essential skills/knowledge

- 7+ years demonstrated experience in managing complex cross company projects and change.
- Advanced problem-solving skills within ambiguous context, prioritise tasks and escalate issues and risks when appropriate.
- High level of collaboration, relationship, network building and influencing skills.
- High attention to detail.
- Excellent active listening skills and high level of emotional intelligence.
- Excellent written and oral skills, public speaking, and presentation skills.
- Outstanding interpersonal skills, flexible, patient and ability to mediate and negotiate appropriate outcomes in complex work situations.
- Intermediate to advanced computer skills across Microsoft office with a minimum of intermediate expertise in Excel, including Visio, Power BI, and MS Project.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Data visualisation skills.
- Canva skills.

Training and qualifications

- PMP, Prince2 and Change Management certifications.
- Tertiary qualifications in Change Management, Business or Finance or equivalent experience.
- Extensive experience in large complex organisations in a Change and or Project Management and or Project Leadership role.
- Proven track record in managing virtual teams for cross company projects.

Agreement

In signing page one, I confirm I have read, understand, and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.