

Senior 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 programs and projects across Wesley Mission, ensuring alignment with project governance and industry best practices.

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

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
Direct reports:	Nil
Key relationships:	Project teams and Project working groups, Steering Group stakeholders.
Leadership Framework Level:	Level 3
Industrial instrument:	Non-Award Salary

Major role responsibilities

- Manage delivery of key projects and programs 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, 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

- Focus the work at the level of the role (Leadership Level 3 of the organisation's Leadership Framework). This includes supporting and working in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed for leaders as described in the organisation's Leadership Framework Level 3.
- Prioritise safety throughout your service/s by familiarising yourself with and applying your responsibilities under the Work Health & Safety Management Framework Manual and related safety policies and procedures and site/service procedures. Ensure throughout your service/s that effective safety consultation is occurring via WHS Committees, Health & Safety Representatives and/or formalised Other Agreed Arrangements. Also ensure throughout your service/s that hazards and incidents are reported including near misses, and that they are investigated and resolved in a timely manner. Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work.
- 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.
- Always act in good faith in the organisation's best interests, exercise due care and skill in your work, follow all lawful 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 and worship services as encouraged by your supervisor.
- Participate on at least a six-monthly basis in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Take personal responsibility for your personal career development and training.
- 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 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 Leadership Behaviours and Capabilities for Leadership Level 3 of the organisation's Leadership Framework, and:
 - Role model the organisation's Vision, Mission, and Values.
 - Value people through kindness, respect, care, and support.
 - Foster trust through honesty, integrity, reliability, and fairness.
 - Work 'at level' (Leadership Level 3), providing strategic leadership, guidance and support or your portfolio and team not reaching into the work of the team unless necessary.
 - Demonstrate personal accountability and ensure the accountability of your team, including conduct, compliance, performance, and effective service provision.
 - Ensure a safe, supported and highly engaged work environment by applying the organisation's engagement and safety frameworks, tools, and practices for leaders.
 - Displays emotional maturity and resilience.
 - Highly organised and structured professional.

Essential skills/knowledge

- 10+ years demonstrated experience in managing complex cross company projects and change.
- Demonstrated experience in Agile project delivery.
- 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.
- Experience of organisational change management.

Training and qualifications

- PMP, Agile or Prince2 certifications.
- Tertiary qualifications in Business Administration, Computer or Finance or equivalent experience.
- Extensive experience in large complex organisations in a Senior 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.