

Project Manager

Department for Child Protection

OFFICIAL

*Nurturing happy, healthy kids so they
can grow up safe and reach their full potential.*

CLASSIFICATION:	AS07	DIRECTORATE:	Information and Communication Technology
REPORTS TO:	Senior Manager, Project & Change Management	FTE:	1.0
ROLES REPORTING TO THIS ROLE:	Nil		

ABOUT THIS ROLE:

The Project Manager is a role within the Department for Child Protection (DCP) and is accountable to the Senior Manager, Project and Change Management for ensuring ICT projects are designed, prioritised, planned and delivered in alignment with ICT and departmental strategic objectives and methodologies. The Project Manager works as a key member of the IT Project Office, has direct delivery responsibility for ICT projects and is responsible for monitoring and reporting on project performance. The Project Manager implements strategies that deliver continuous value and enable long-term transformations that increase the organisation's capacity to adapt to changing technological and Child Protection landscapes and respond to emerging challenges.

YOU WILL BE ADDING VALUE BY:

1. Define project scope, goals and deliverables that support business goals in collaboration with senior management and in accordance with strategic direct of ICT and Information Management.
2. Plan, execute, and finalise projects according to strict deadlines and within budget, ensuring value of technology investment through the design and management of the projects, utilising project plans and associated communications documents.
3. Plan and schedule and track project timelines, milestones and deliverables using appropriate tools, manage day-to-day operational aspects of a project and scope, reviewing deliverables prepared by team before passing to client.
4. Effectively apply methodology and enforce project standards, identify and manage project dependencies and critical paths.
5. Develop and deliver progress reports, proposals, requirements documentation, and presentation, determining the need for additional staff and/or consultants and make the appropriate recommendations if necessary during project cycle.
6. Engage in effective partnering, stakeholder management and organisational change management, acquiring resources and coordinating the efforts of team members and third party contractors or consultants in order to deliver projects according to plan.
7. Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
8. Identify challenges affecting the ability of the ICT Directorate to achieve key objectives, analysing the dynamics and behaviours that cause, control or influence them, in both technical and human systems, and develop strategies to address them.
9. Identify and analyse risks for the ICT operations and initiatives and formulate, manage and monitor the implementation of prevention, mitigation and correction strategies.
10. Create and maintain a strong partnership with the ICT leadership Team to foster cohesive collaboration and strategic alignment across the Directorate.
11. Develop and manage relationships with key stakeholders across the organisation, other government agencies, and third parties as required, to inform strategic initiatives, identify opportunities, detect and manage risks and ensure effective delivery of programs in alignment with organisational goals.
12. Implement and manage optimisation strategies for the efficient allocation of resources, management of interdependencies, reduction of costs and effective communication of information to improve the quality of operational and strategic outcomes.
13. Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.
14. Contribute to maintaining a safe and healthy work environment by taking personal accountability by identifying and reporting incidents, hazards, and injuries in accordance with DCP policy & procedure and cooperating and complying with reasonable instructions of DCP line management and WHS Officers.



Government of South Australia
Department for Child Protection

WHO YOU WILL WORK WITH:

Internal

- Chief Information Officer
- Senior Manager- Project and Performance (Line Manager)
- Management and staff across DCP

External

- External service providers and vendors

QUALIFICATIONS

Essential: Nil

Desirable:

- Tertiary qualifications in Information Technology, Business
- Management or other relevant discipline.
- PMP, PRINCE2 or Agile Certification.

YOUR CAPABILITIES:

- Proven record of envisaging and leading the delivery of successful ICT solutions in complex environments.
- Capacity to apply analytical and systems thinking skills to complex problems in order to formulate successful resolution strategies.
- Strong risk management, cost-benefit and trade-off analysis skills and capacity to liaise and negotiate with stakeholders in order to converge towards the most valuable solutions considering influencing factors in breadth and depth.
- Strong financial intelligence skills and experience with budget estimation and management.
- Broad knowledge of the technological landscape and capacity to apply critical thinking to the identification of viable solutions that are likely to be beneficial to specific contexts and conditions.
- Extensive knowledge of project management methodologies, theories, implementation approaches and the application of modelling tools, principles and practices.
- Strong interpersonal, written and verbal communication skills and capacity to communicate complex problems clearly, obtain, understand and analyse information relevant to complex contexts, and liaise, advise and influence stakeholders for the effective achievement of key objectives.
- Passion, dedication and commitment to delivering valuable outcomes that contribute to the vision of the organisation.
- Detailed knowledge of South Australian Government's ICT and information security related policies, guidelines and standards.
- Demonstrate knowledge and commitment to promoting and creating a safe and inclusive work environment.



OUR COLLECTIVE RESPONSIBILITIES

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Understand and follow the requirements of confidentiality within the *Children and Young People (Safety) Act 2017*, and whole of government and DCP policies, procedures and practice guidance to facilitate appropriate standards of confidentiality and information sharing practice.
- Actively participate in performance development processes.
- Comply with reporting obligations arising from legislation, professional conduct standards including the Code of Ethics for the South Australian Public Sector, and departmental policies, procedures and practice guidance.
- Undertake mandatory training activities as specified with the DCP Mandatory Training Procedure.
- Actively contribute to Reconciliation, and to the aims and objectives of the Aboriginal & Torres Strait Islander Child Placement Principle.
- Demonstrate a commitment to preventing gendered violence against women consistent with DCP's status as a White Ribbon Accredited Workplace.
- Maintain the Program Standards of White Ribbon Reaccreditation.
- Actively support DCP's commitment to ensuring a workplace culture that is respectful, safe and inclusive where our employees are free from discrimination and are recognised for the individual and collective skills and perspectives that they bring by virtue of culture, race, gender, disability, age, sexual orientation, gender identity, intersex status and other differences.
- 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*.

SPECIAL CONDITIONS

- You must have, or gain, a current Department of Human Services working with children check prior to being employed and renew this every five years before expiry.
- You must be an Australian resident or provide evidence that you have a current work permit.
- You will need to undertake training in Child Safe Environments – Reporting Child Abuse and Neglect and other mandatory training as required.
- The incumbent will be required to achieve performance targets as negotiated and mutually agreed with the Senior Manager, Project & Change Management.
- You may be required to perform duties in other locations/divisions/units dependent upon Departmental requirements.
- Some out of hours work may be required.
- Some intra/interstate travel (including in small aircraft) may be required.
- A current Australian driver's licence and a willingness to drive is desirable.



SFIA BUSINESS AND PROFESSIONAL SKILLS PROFILE

The Project Manager will have the following personal and professional competencies. The below skills are derived from the ICT Skills Framework, based upon the Skills Framework for the Information Age (SFIA).

SFIA Business Skills: Ensure, advise

Autonomy	• Works under broad direction. • Work is often self-initiated. • Is fully responsible for meeting allocated technical and/or group objectives. • Analyses, designs, plans, executes and evaluates work to time, cost and quality targets. • Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities.
Influence	• Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. • Makes decisions which impact the success of assigned work, i.e. results, deadlines and budget. • Has significant influence over the allocation and management of resources appropriate to given assignments. • Leads on user/customer and group collaboration throughout all stages of work. • Ensures users' needs are met consistently through each work stage. • Builds appropriate and effective business relationships across the organisation and with customers, suppliers and partners. • Creates and supports collaborative ways of working across group/area of responsibility. • Facilitates collaboration between stakeholders who have diverse objectives.
Complexity	• Implements and executes policies aligned to strategic plans. • Performs an extensive range and variety of complex technical and/or professional work activities. • Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. • Engages and coordinates with subject matter experts to resolve complex issues as they relate to customer/organisational requirements. • Understands the relationships between own specialism and customer/organisational requirements.
Business skills	• Demonstrates leadership in operational management. • Analyses requirements and advises on scope and options for continual operational improvement. • Assesses and evaluates risk. • Takes all requirements into account when making proposals. • Shares own knowledge and experience and encourages learning and growth. • Advises on available standards, methods, tools, applications and processes relevant to group specialism(s) and can make appropriate choices from alternatives. • Understands and evaluates the organisational impact of new technologies and digital services.



	• Creatively applies innovative thinking and design practices in identifying solutions that will deliver value for the benefit of the customer/stakeholder. • Clearly demonstrates impactful communication skills (oral, written and presentation) in both formal and informal settings, articulating complex ideas to broad audiences. • Learning and professional development — takes initiative to advance own skills and identify and manage development opportunities in area of responsibility. • Security, privacy and ethics — proactively contributes to the implementation of appropriate working practices and culture.
Knowledge	• Is fully familiar with recognised industry bodies of knowledge both generic and specific, and knowledge of the business, suppliers, partners, competitors and clients. • Develops a wider breadth of knowledge across the industry or business. • Applies knowledge to help to define the standards which others will apply.

SFIA Professional Skills:

Risk Management (BURM) – Level 3	Planning and implementing organisation-wide processes and procedures for the management of risk to the success or integrity of the enterprise.
Quality management (QUMG) – Level 3	Defining and operating a management framework of processes and working practices to deliver the organisation's quality objectives.
Project management (PRMG) – Level 5	Delivering agreed outcomes from projects using appropriate management techniques, collaboration, leadership and governance.
Portfolio, programme and project support (PROF) – Level 3	Providing support and guidance on portfolio, programme and project management processes, procedures, tools and techniques.
Benefits management (BENM) – Level 5	Forecasting, planning and monitoring the emergence and effective realisation of anticipated benefits from projects and programmes.
Employee experience (EEXP) – Level 5	Enhancing employee engagement and ways of working, empowering employees and supporting their health and wellbeing.
Sourcing (SORC) – Level 5	Managing, or providing advice on, the procurement or commissioning of products and services.
Supplier management (SUPP) – Level 5	Aligning the organisation's supplier performance objectives and activities with sourcing strategies and plans, balancing costs, efficiencies and service quality.
Stakeholder relationship management (RLMT) – Level 6	Influencing stakeholder attitudes, decisions, and actions for mutual benefit.



YOU WILL CONTRIBUTE TO



OUR VISION is for all children and young people to grow up safe, healthy, connected and feeling loved so they reach their full potential.



OUR PURPOSE: The Department for Child Protection protects, cares for and empowers children and young people at risk and in care. We do this by working together with our key partners to respond to abuse and neglect, keep children and young people safe from further harm, help them heal from trauma and reach their full potential.



Leaders in practice excellence

Staff in all parts of child protection develop and use best practice in their work to deliver improved outcomes for children, young people, carers, and families.



Closing the Gap

We commit to a transformed child protection system that makes active efforts and where Aboriginal people and communities are empowered to lead decision making about the care and wellbeing of Aboriginal children and young people.



A child protection system that meets the needs of children and young people

We commission and deliver services based on a deep understanding of the needs of children and young people in care and our aspirations for them to heal from trauma and reach their full potential.



A thriving workforce

We are future focused in our workforce strategy, supporting and valuing our staff, proactively recruiting, and establishing sustainable systems, processes and workplaces that enable us to be highly effective.



Active and collaborative partnerships

We work together with our service partners and alongside the community to improve outcomes for children, young people, carers, and families.



Working alongside carers

We respect and value carers as vital partners in keeping children and young people safe and well.



Quality services and safeguarding

We are accountable and transparent, and pursue continuous improvements to promote the safety and wellbeing of children and young people throughout the services we fund and provide.

CERTIFIED CORRECT AUGUST 2026



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