

Position Description



Position title		Big Blue Door Program Manager	
Team/Group		Product & Service Development Unit	
Work level		4	
Position reporting to		Head of Product & Service Development	
Vision, mission, and values		<p>Beyond Blue’s vision is that all people in Australia achieve their best possible mental health. Our mission is to promote good mental health. We create change to protect everyone’s mental health and improve the lives of individuals, families and communities affected by anxiety, depression, and suicide.</p> <p>Beyond Blues values are Collaboration, Respect, Enthusiasm, Excellence, Innovation, and Integrity.</p>	
Position purpose		<p>The Insights & Innovation Centre of Excellence (CoE) is being established to support Beyond Blue in its transformation to becoming more community centric.</p> <p>The CoE will support the lines of business to achieve their strategy with frameworks and tools to incubate and accelerate best-in-class products & services for the community, through agile and iterative design and its trial, through to launch and scale.</p> <p>The purpose of this role is to act as the primary support to the Head of Product & Service Development in delivering a comprehensive portfolio of work for the development of the Big Blue Door.</p>	
Role dimensions		Direct Reports	N/A
		Overall team	Insights & Innovation Centre of Excellence
		Financial Delegation	N/A
Key accountabilities		<p>Successful delivery of the Big Blue Door Program: Taking full responsibility for the definition, documentation, and satisfactory delivery of the agreed objectives and outcomes of one or more large complex project/s.</p> <p>Resource management: Management of internal service providers and external vendors and any other stakeholders required for successful delivery through negotiation and influencing necessary stakeholders.</p> <p>Stakeholder Management: Management of key internal and external stakeholders in the delivery of the program. Initiate, develop and maintain strong and effective internal and external networks that are relevant to meeting the completion of projects.</p>	

	<p>Risk Management: Identifying, assessing, and managing the risks to the success of the project including dependencies across projects, political, business impact, market impact, and technical complexity.</p> <p>Project Management & Governance: Ensure that realistic project, budget, schedule, risk/issue, quality, change, communications, and training plans are prepared and maintained while providing regular and accurate updates to the steering committee/s and other stakeholders as required.</p> <p>Leadership: Provide effective leadership to the project team and take appropriate action where team performance deviates from agreed tolerances.</p>
Key behaviours	<ul style="list-style-type: none"> • Communicate openly and transparently • Adapt and Learn: Adapts one's approach as situations change and supports others to do the same • Cultivate Partnerships: Builds and maintains relationships with stakeholders across roles, teams and divisions, internally and externally • Cultivate Partnerships: Communicates and presents complex and abstract ideas in a clear, succinct, and understandable way, suitable to the audience • Deliver Outcomes: Allocates work appropriately across the team and leverages available resources to achieve high performance standards • Embrace Accountability: Confronts tough challenges quickly, confidently, and directly and supports others to do the same • Empower Others: Sets clear expectations and provides guidance to support decision making • Exercise Judgment: Makes appropriate changes to work and team priorities in response to identified risk factors • Lead Transformation: Reviews past and current performance to identify improvement opportunities to enhance business performance
Qualifications and key selection criteria	<ul style="list-style-type: none"> • Appropriate Degree in Computer Science, Marketing, Business or Commerce, and appropriate vocational and or industrial experience • At least 5 years' experience in managing multiple large projects and cross functional teams • Ability to achieve multiple project objectives, relying on internal and external consultants given limited resources, meeting tight deadlines, and resolving the complex problems • Ability to enable technical knowledge and expertise to be maintained and continually improved to ensure on going product support and development in a fast-changing environment • Experience managing external and internal relationships and competing priorities • Willingness to commit to and work in line with the Beyond Blue Values • A tech-savvy professional with an in-depth understanding of how technology can achieve our business goals. • Substantial career evidence of digital program management including proven management of multiple projects concurrently within large and complex organisations. • Delivering projects such as website and intranet launches, online tools, web applications, CRMs and mobile applications in a matrix environment. • Solid technical background with an ability to address

	<p>accessibility and compatibility issues.</p> <ul style="list-style-type: none"> • Proven experience in successful budget responsibility for projects over \$1 million. • Extensive project lifecycle experience understanding the planning and delivery of projects in its entirety. • High level of written and oral communication skills with excellent attention to detail in written work. • Proven confidence in verbal communication with the successful ability to deal with people at all levels of an organisation including liaising with a wide range of diverse stakeholders. • Demonstrating a human centred design approach to all aspects of work, including a willingness to share knowledge and expertise to assist in embedding this approach across the organisation. • Experience in working with Jira & Confluence essential <p>Desirable</p> <ul style="list-style-type: none"> • A knowledge of, and/or experience in the delivery of services in the mental health sector, would be of benefit, but not essential.
Additional information	<p>Health, safety and wellbeing Beyond Blue is committed to ensuring the physical and psychological health and safety of all employees, contractors and other people involved in our business activities. Our people are expected to comply with our Health, Safety and Wellbeing policy</p> <p>Pre-existing injury The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment for staff.</p> <p>Equal opportunity Beyond Blue is an equal opportunity employer. All staff have a responsibility to be familiar with and adhere to the organisation's policies and procedures.</p> <p>Cultural competency Beyond Blue strives to maintain a culturally competent and inclusive workplace. All staff are expected to undergo regular cultural competence training as part of their professional development plans.</p> <p>Employment is subject to:</p> <ul style="list-style-type: none"> • A current Police Record Check • Proof of the right to work in Australia