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| Position title | **Big Blue Door Program Manager** | | | | |
| Position reports to | Head of Big Blue Door | | | | |
| Work level | 1 | 2 | 3 | 4 |  |
| Group and team | Centre of Excellence | | | | |
| Location | Onsite at the Hub in Melbourne CBD or Hybrid | | | | |
| Employment type | Fixed Term | | | | |
| Direct reports | NA | | | | |
| Why choose Beyond Blue  Beyond Blue has been providing supports and services to people in Australia for over 20 years.  We are Australia’s most well-known and visited mental health organisation, focused on supporting people affected by anxiety, depression and suicide. We are inspired by our vision that ‘all people in Australia achieve their best possible mental health’ and are driven by our mission to work with the community to improve mental health and prevent suicide.  We aim to achieve this through three strategic priorities:   1. Promoting mental health and wellbeing 2. Being a trusted source of information, advice and support 3. Working together to prevent suicide   At Beyond Blue the community is at the heart of everything we do.  By joining our team you’ll be involved in meaningful work, collaborating with a cross-section of colleagues, partners, and community right across Australia. We offer our team opportunities to support and learn from one another, build capabilities, celebrate successes along the way, and generous not-for-profit salary packaging options.  Your mental and physical health are important to us – we offer a range of wellbeing initiatives, including an Employee Assistance Program, a comprehensive Flexible working policy, ensuring you have safe and effective ergonomic support no matter where you work, as well as employee-led groups and initiatives.   We strive to live our organisational values of **Collaboration, Respect, Enthusiasm, Excellence, Innovation and Integrity** to help create a happy, safe and productive work environment. | | | | | |
| About the role | | | | | |
| Role description | The Insights & Innovation Centre of Excellence (CoE) has been established to support Beyond Blue in its transformation to becoming more community centric.  The CoE supports the lines of business to achieve their strategy with frameworks and tools to incubate and accelerate best-in-class digital products & services for the community, through agile and iterative design and its trial, through to launch and scale.  The Big Blue Door is a comprehensive and multifaceted program of work with a vision to improve the way people engage with Beyond Blue through accessible, personalised, safe and connected mental health services and supports, largely but not exclusively in a digital environment. The purpose of this role is to act as the primary support to the Head of Big Blue Door in the design and delivery of the program, on time, on budget with exceptional end user and community outcomes. | | | | |
| Key accountabilities | Area of accountability   * **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. * **Resource management:**  Management of internal service providers and external vendors and any other stakeholders required for successful delivery through negotiation and influencing necessary stakeholders. * **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. * **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. * **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. * **Leadership:** Provide effective leadership to the project team and take appropriate action where team performance deviates from agreed tolerances. * **Vendor contract management:** Provide effective management of complex, large-scale ‘go to market’ procurement and e-Services vendor requirements, assessment processes and all subsequent aspects of vendor contract management. | | | | |
| What we are looking for | | | | | |
| Capability | Of the eight capabilities listed in our capability framework, the following behaviours are critical for role success (must already be demonstrating at the expected competence to step into the role)  **Communication**   * Communicates and presents confidently and regularly with employees, community members and other stakeholders to gain their commitment; translates specialist knowledge into common language * Uses storytelling to inform others, motivate action and influences stakeholders by connecting rationally and emotionally * Negotiates from an informed and credible position and presents persuasive counter arguments; Isn’t afraid to have the tough conversations * Creates opportunities for others to be heard and bring their point of view, encouraging robust, respectful debate * Clearly articulates the Beyond Blue vision and upholds the brand and establishes own credibility, integrity and personal brand in interactions   **Community centricity**   * Uses human centred or relevant design experience approaches to create and or support meaningful service improvements or service excellence * Competently advocates for mental health and suicide prevention services and information, empathically putting community at the heart of all we do * Emphasises importance of community and stakeholder relationships over products and solutions with commitment to strengthen and maintain trust and demonstrates integrity * Is aware of unintentional biases or power dynamics and takes steps to reduce bias in interactions and call out undesirable behaviours * Factors in an external perspective to drive internal process design   **Innovative mindset**   * Proactively seeks out alternative ways to improve the quality, cost effectiveness and overall value add and service excellence for Beyond Blue’s services * Builds a work environment that encourages calculated risks, experimentation, and iteration, working collaboratively to explore new approaches and provide input to problems. * Brings together diverse groups of people to bridge siloes, broaden thinking and start a dialogue * Translates creative ideas into business improvements or practical solutions, facilitating implementation and change * Bounces back quickly from adversity or failed ideas and takes steps to learn from mistakes to make future improvements   **Digital discovery**   * Establishes digital protocols and works effectively within a hybrid team * Actively embeds digital strategies and promotes the use of technology and digital tools in day-to-day activities to better manage services and processes * Applies appropriate consideration of data governance, legal security and privacy issues, and creates new opportunities for data information sharing * Demonstrates a strong understanding of the importance of cyber security * Ensure fit for purpose cross-functional processes drive technical solutions   **Partnering**   * Oversees program delivery and ensures partnering activities are informed by Beyond Blue’s vision, values and strategies to achieve high quality outcomes Keeps partners and stakeholders accountable for delivering on contractual requirements through reporting insights and regular forums to communicate * Identifies opportunities and actively looks for synergies across initiatives for cross-functional collaboration and partnership development * Works with partners to contribute to the mental health and suicide prevention knowledge base; manages and deepens the relationship to become a trusted partner and knows how and when to escalate issues * Has strong financial literacy with ability to manage budgets and apply commercial processes to make appropriate judgements * Understands how to successfully navigate the complexity of the organisation and broader sector’s ecosystem and operating environment   **Agility**   * Applies principles of agile mindsets and tools to projects, tasks and collaborations; coaches others to implement agile mindsets, practices and risk management processes * Creates a clear road map for change to improve community outcomes; anticipates barriers and endures uncertainty without becoming negative * Applies enterprise mindset to work prioritisation and resource allocation; sets realistic timeframes and manages competing projects or changes. Prioritises and aligns projects to business strategy, managing budget, team capacity and resources * Is nimble and innovative in contract management by identify new strategies and tactics for continuous improvement and services excellence * Conducts retrospectives to evaluate change for continuous team improvement   **Critical thinking**   * Contributes to setting team strategy and converts strategy into an actionable plan. Translates the Beyond Blue vision and strategy to team objectives, activities, and individual goals * Solves problems with an enterprise approach, working across the business to break down work and identify the resources required for the right capability and capacity * Identifies inconsistencies, biases and errors in reasoning when leveraging data-driven insights to make decision * Proactively identifies risks and mitigation paths when developing or contributing to strategy, planning or problem solving * Applies systemic thinking to understand the root cause of a problem before developing new insights and approaches with stakeholders   **Leading**   * Is bold and courageous in setting team direction, providing clear expectations on target and stretch goals. Adopts a growth mindset when working with others * Embraces diversity and demonstrates inclusive leadership; works to recruit, develop, engage and retain talent and creates a culturally safe atmosphere * Takes responsibility for assigning workloads, monitoring resources and workflows, ensuring team goals are delivered within deadlines * Adapts coaching style to suit the situation, empowers others and is approachable in providing and receiving timely constructive feedback * Holds regular performance conversations and creates two-way feedback channels to drive improvement; recognises and deals with underperformance effectively | | | | |
| Selection criteria | Education/qualifications   * Appropriate Degree in Computer Science, Marketing, Business or Commerce, and appropriate industrial experience   Knowledge/skills/experience  Essential   * Substantial career evidence of digital program management including proven management of multiple large-scale projects concurrently, digital product development and cross functional teams in a complex, fast-changing transformation environment * Ability to achieve multiple project objectives, relying on internal and external consultants given limited resources, meeting tight deadlines, and resolving complex problems and competing priorities * Experience managing external and internal relationships, technology and digital e-Services vendors. * A tech-savvy professional with an in-depth understanding of how technology and digital services can achieve our business goals. * Demonstrated experience delivering projects to budget and scope such as website redevelopment projects and interactive online tools, web applications, CRMs and mobile applications in a matrix environment. * Expertise and prior experience in addressing and managing complex project risks, issues, compliance requirements, resource capacity, governance and reporting to Executive and Board level. * Proven experience in successful budget responsibility for projects over $1 million. * Extensive project lifecycle experience understanding the planning and delivery of projects in their entirety. * Exceptional written and verbal communicator, across the organisation and all stakeholders * Is able to positively influence and convince others to act in line with best practice, with an adherence to meeting deadlines and business outcomes * Experience in working with Jira & Confluence and agile methodology is essential.   Desirable   * 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 | | | | | |
| Fairness and equality | 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.  Equal opportunity  Beyond Blue is an equal opportunity employer. All employees have a responsibility to be familiar with and adhere to the organisation’s policies and procedures.  Cultural competency  Beyond Blue strives to maintain a culturally competent and inclusive workplace. All employees are expected to undergo regular cultural competency training as part of their professional development plans.  Employment is subject to:   * a current Police Record Check * proof of the right to work in Australia. | | | | |