| | ROle Purpose Statement | | --- | |  | |
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| **Role Information** |  |
| Role title: | **Senior Project Manager (Insurance)** |
| Position Number: |  |
| Business Unit: | Corporate Super, Product |
| Role reports to: | Program Manager, Insurance in Super Event Management Team |
| Group (1 to 7): | Group X |
| **The Role** |  |
| Purpose  Brief description of what the role is about  The reasons for having this role in place | Corporate Super is part of the boarder NAB Wealth portfolio and specifically focuses on meeting Corporate Super customer needs with market leading products.  The Insurance in Superannuation Event Management Team (The Team) is accountable for addressing the pool of insurance-related events within Plum Super and MasterKey Business Super originating in Corporate Super, Wealth Operations and MLC Life, as part of a defined end-to-end resolution and remediation approach, to improve velocity of event closure.  This role contributes to the successful management of events as part of Insurance in Superannuation Event program value chain and involves leading a team of experts and managing the successful end-to-end delivery of numerous complex, simultaneous deliverables.  The nature of the sub-stream requires the candidate to have a heightened awareness and the ability to deliver within relatively aggressive timeframes. The candidate must be a team player, working alongside peers to deliver the outcomes that the program of work is striving for and provide the Insurance in Super program with capabilities in project management. |
| Core Responsibilities: | **Section 1: Core Responsibilities**  Leadership and coordination of resources required to design and implement uplift to the Insurance related Corporate Super business (Note: focus is on events arising within the Insurance in Super space). These responsibilities include:   * Project Integration Management: * Ensure that project planning and execution activities are integrated effectively with the Insurance in Super event management stream * Consulting with key stakeholders on the delivery plan and approach * Designing deliverables per the overarching program of work requirements * Liaising with other project streams to ensure standardisation of approach and uniformity of solution * Preparing the Delivery Plan / Approach based on business requirements * Prepare the Engagement Model in conjunction with OCM resources * Project Oversight * Ensure daily functioning of the stream deliverables and managing delivery timelines * Providing Quality Assurance (QA) on deliverables * Manage team complement requirements and associated administration tasks * Creating the Stream work-packages * Liaising with other stream leads for effective collaboration * Managing key stakeholder relationships (Project Managers, Business Improvement Partners, Management Assurance Partners, Risk Partners)   **Section 2: Project Lifecycle Responsibilities** (Note: standard project management activities)  Plan / Initiate   * **Project Scope Management:** Plan and manage project scope. Prepare recommendations for any change in project scope, presenting a comprehensive analysis of the impact of scope change in terms of time, cost, resourcing, overall do ability and impact on benefits realisation. * **Definition Management:** Align the solution to the operational vision and ensure the solution remains aligned to business drivers through regular review of the project direction.   Manage   * **Project Execution:** Manage implementation of the solution; Monitor scope, resource, schedule and financials to ensure delivery of change within agreed time and budget constraints. * **Project Time Management:** Develop and maintain project resource and work schedules. Monitor schedules to reflect project progress, change and issues resolutions. * **Project Resource Management:** Acquire and manage project resources. * **Project Quality Management:** Monitor the implementation, measurement and maintenance of project quality and control process and standards to satisfy stakeholder expectations. * **Project Risk Management:** Project level risk and issue management and resolution including escalation as required. Manage overall risk and issue assessment, planning and impact analysis for the project * **Project Procurement Management:** Manage the procurement of internal / external specialist services (in conjunction with Program Manager), specification of requirements, supplier delivery, cost and quality. * **Vendor Management:** Build effective and efficient relationships to define and implement agreed solution. * **Project Acceptance:** Gain and secure participation in testing according to the project plan. Conduct post implementation / verification reviews. Gain acceptance of deliverables into production   Close   * Close the project and redeploy staff (where required). * Establish control measures to ensure changes delivered are embedded. * Post Implementation Reviews (if required): Contribute to the review of project successes through participation in Post Implementation Reviews and lessons learned activities. Communicate learning’s to the project community.   **Section 3: Other Responsibilities**   * Conform with all internal operating procedures relevant to the position. * Overall responsibility for solution management processes and success of project. * Ensure initiatives have end-to-end project management ownership, including benefits realisation (especially initiatives involving multiple specialist teams). Balance competing agendas and priorities to ensure an effective and successful delivery of high quality solutions as per agreed plans. * Maintain a good understanding of best practice, industry trends and directions in both business and technology, and an awareness of global developments. * Provide the project community with leadership and subject matter expertise in project execution. Formulate and share thoughts, opinions, and views with the project community to build execution capability. * Provide professional and ethical behaviour in your actions by ensuring compliance with external legislation, bank standards and internal operating policies and procedures relevant to the position. * Continue own professional development, contributing to developments in project processes, procedures and standards. * Ensure all personal training records are maintained and kept up to date   People Leadership:   * Lead and motivate reporting project team members including demonstrating organisational behaviours, coaching / mentoring, performance management, identification of training / development needs etc. to ensure they have the skills and knowledge to perform their role and compliant with external legislation, bank standards and internal operating policies and procedures relevant to their position(s) * Gain commitment and loyalty from team members through finding benefits and opportunities to grow through their contributions and share in rewards and successes. * Work flexibly and supportively with colleagues to ensure that the project operates in a smooth manner. * Provide regular, ongoing feedback to team members to ensure achievement of organisational goals and development of staff capable of leading the change. * Ensure that all work is performed in accordance with the requirements of the Health & Safety Policy, procedures and legislation. * Take reasonable care for own health and safety, as well as that of others. |
| Key Contacts / Working Relationships | * **Project Business Sponsor:** Overall direction and vision, performance measurement and review, and information provision * **Project Governance Body:** Guidance and approval of project issue resolution within approval parameters (as part of Insurance in Super program) * **Project key stakeholders:** Consultation to ensure project is delivered in line with agreed scope * **Program Manager:** Co-ordination of activities across interlinked projects and overall planning and reporting – initial escalation point * **Project Managers (Insurance in Super:** Co-ordination across interlinked projects * **Event Control Room and PMO:** Project support and provision of project resourcing and project assurance * **Business Delivery, Delivery Manager:** Project support to ensure successful completion of projects. Acts as an escalation point to clear project roadblocks to successfully deliver change * **Business Unit General Managers & line managers:** Business engagement, identification of issues, provision of professional advice, status updates, guidance, support and decisions regarding business impacts. * **External Professionals, Consultants and Third Parties:** Selection and / or management of external consultants, relationship / service management, product specification and delivery * **Management Assurance / Legal / Risk / OTT teams:** Governance oversight * **Project team / direct reports:** Day to day leadership and guidance; problem solving; progress review; longer-term direction and mentoring; ensure project integration and delivery. |
| Success:   * What does success look like? * What are 3-5 deliverables that define the success of the role? | * Customer outcomes: Be part of a cross-functional team delivering the best outcomes to our customers – expedite event remediation (effectively Stop-the Bleed). * Business readiness: Help the business absorb and embrace change, using a risk-based, structured approach to land change safely. * Practice maturity: Champion an integrated approach to project governance and delivery |
| KPI’s:   * How success in this role measured and what are the measures? | Key Performance Indicators are centred on four key focus areas   * Risk * Delivery * Customer * Financial |
| Financial accountability: | * N/A |
| People accountability | * Direct reports: 0 * Indirect reports: shared resource pool of 6-10 experts |

**The Person**

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| Critical Experiences:   * Describe 3 experiences that the candidates must have in their past employment history | * Proven experience coupled with a practical understanding of project delivery lifecycles, methodologies and governance practices * Strong knowledge of contemporary project management analysis methodologies, practices, techniques and tools * Domain knowledge of corporate super, pensions and group insurance: products, business processes, the regulatory environment and legal principles.. |
| Qualifications:   * Any Tertiary and other professional qualifications required | * Tertiary qualified in areas of Business, Engineering, Finance, Accounting, Information Systems or Technology * Project Management Methodologies (PMBOK and/or Agile) * Qualification/s such as: * Registered Project Manager * Diploma of Project Management * PMP certification * Agile certification |
| Core Skills & Capabilities  required: | * Stakeholder management * Change management * Data analysis * Communication |
| Key Behaviours | * Responsible for behaving in accordance with **NAB's Code of Conduct** and demonstrating the **Enterprise Behaviours** in all customer, community and employee interactions. * **Protecting NAB information and information systems** is the responsibility of every employee. For your specific responsibilities refer to Use of Information and Information Systems - User Responsibilities within the Group Information Security Standards. * **Collaborative:** Work as a team and support our stakeholders and the wider project team to deliver the desired business outcomes. * **Take initiative:** Work autonomously; Proactively identify issues or problems; Take accountability and initiate appropriate actions unprompted. * **Investigative:** Open to new ideas; Critically evaluate information gathered from multiple sources; Challenge assumptions and constraints. * **Share information and knowledge:** Harvest, filter and share relevant information; Facilitate knowledge transfer. * **Continuous improvement:** Identify and drive improvement opportunities for operational excellence, service quality and innovation. * **Compliance:** Consistently act in accordance with NAB’s values, policies, standards, procedures and practices. * **Organised:** Manage allocated work efficiently and meet agreed deadlines; Seek to lift personal productivity; Value people’s time. |