

'Helping our members stay healthy, get well, live better and deliver peace of mind'

POSITION DESCRIPTION JUNIOR PROJECT MANAGER

Position Summary

The Junior Project Manager role provides an opportunity to learn the principles of project management while working closely with the Project Manager on various parts of different projects. This includes planning, project design, scoping tasks, following up with appropriate parties, tracking progress, double checking official reports, and learning more advanced principles of project management.

Key Capabilities

Essential

- Ability to multitask and manage competing priorities in a high-paced environment
- A quick thinker and effective problem solver able to deliver tasks on-time and on-budget
- To be knowledgeable in the use of Word, Excel, MS Project or similar
- Ability to work under pressure
- How to be both a self-starter and part of a cohesive team
- Monitor project paperwork documentation maintaining adherence to the Project Management framework
- Excellent verbal, written and presentation skills
- Ability to communicate clearly and concisely, varying communication style depending upon the audience

Qualifications

Project management studies / qualification desirable

Preferred

- Experience in the Health Insurance industry
- Ability to think holistically
- A current driver's license and Police Certificate

Employment Conditions

Permanent full time – salaried position

Reports to

Manager - Project Management Office

Working location

Based in Launceston, inter and intrastate travel may be required.

Professional Development

At St.LukesHealth your professional development plan will focus on helping you develop and grow at every level of your career to identify and develop strengths to enable you to do your best work every day.

1 Key Responsibilities

- 1.1 Update and maintain project documentation;
- 1.2 Assist in monitoring and coordinating project tasks and dependencies across multiple teams;
- 1.3 Assist in the definition of project scope and objectives, involving all relevant stakeholders and ensuring business and technical feasibility;
- 1.4 Work closely with PM to ensure relevant immediate and future needs are built into the programme deliverables;
- 1.5 Monitor project performance using appropriate tools and techniques;
- 1.6 Attending status meetings and updating team members on potential project delays;
- 1.7 Provide efficient and friendly customer service when responding to enquiries from clients and vendors;
- 1.8 Supporting project owners with the delivery of key projects and initiatives;
- 1.9 Establishing and maintaining effective working relationships with internal and external stakeholders;
- 1.10 Lead minor projects from inception to completion under the supervision of the Project Manager.

2 Key Result Areas

- 2.1 Proactively support the Project Manager with high level project planning, understanding the key business objectives, and sourcing appropriate Technical solutions to satisfy those business objectives;
- 2.2 Ensures all matters in relation to risk management is compliant with legislation and standards, identifying and managing project risks, issues and opportunities in consultation with the project team members and steering committees;
- 2.3 Identify problems and adopt a 'root cause thinking' approach to analysing a problem, ensuring clear identification of when it is appropriate to deal with and resolve a problem and when it is appropriate to escalate it;
- 2.4 Ensure compliance with all relevant corporate policies and all financial, legislative and legal requirements as required;
- 2.5 Take an active part in the project issue/risk management process, by contributing to the identification and prioritisation of existing and potential issues and risks and helping to develop strategies and controls to mitigate these;
- 2.6 The ability to be a self-starter while being part of a team and the ability to work with stakeholders in support of the successful outcome of a project.

Values

STEWARDSHIP *Taking care of the future*

We encourage creativity and respond to the needs of our members to stay healthy, get well quicker, live better with illness and deliver peace of mind through the considered and innovative management of risk, capital, resources, people and products.

I do my job well and know what it takes to deliver effective, meaningful and honest outcomes for our members.

I strive to improve the experience for members and team mates and accept my part in seeking good outcomes for everyone.

People are important to me and to the organisation so I will behave in a way that encourages rather than discourages the members.

I have information that is important to members and will ensure I consider all their needs, working with others to meet those needs.

RESPECT *Respect the individual*

Our people put the team ahead of their personal success and commit to building the capacity of each other and our organisation through respect, communication, empowerment, valuing the individual strengths to serve our members

I lead by example and set a high standard that motivates and encourages high achievement in others.

I have the power to make a difference in a member's life and will ensure I treat everyone respectfully.

I consciously devote my time and energy towards guiding and helping our members.

I am thoughtful and considerate when dealing with members, demonstrating kindness and patience.

EXPERIENCE *Value the engagement*

We are dedicated to partnering with our members and our people to deliver exceptional service, actively engaging with our community to build our reputation as innovative leaders in the health insurance industry.

Good outcomes are the key focus of my service delivery.

My attitude determines my altitude and I approach everything in a positive and constructive manner.

I am a good listener and show sensitivity to the needs of members.

I will solve member enquiries and issues promptly and ask for help when I need it.

INNOVATION *Dare to disrupt*

We are committed to creating an ambitious and proactive environment that focusses on and encourages forward thinking and new ideas, partnerships, embracing change and continually enhancing the member experience.

I strongly believe I can make a difference through my own efforts and acknowledge the efforts of others.

I make decisions that can improve what we do and am always looking at ways to do things better.

I ask insightful questions to encourage others to think for themselves and solve their own problems.

I am most effective when I'm part of a team, contributing new ideas and supporting change.

INTEGRITY *Do right, be real and be brave*

We are professional and honest in our working relationships striving for fairness in our decision making and in our treatment of one another that ultimately affects the business outcomes and builds member trust.

I know what I'm good at and do this to a standard of excellence when dealing with members.

I act professionally and have a pride in my appearance, my attitude and my demeanour.

I see the best in people and motivate them to develop their skills towards better outcomes for our members.

I show members they matter by being warm, sincere and sensitive to their feelings.