

POSITION DESCRIPTION

Overview

Role title:	Senior Manager – Projects
Employment type:	Permanent, full-time or part-time
Location:	Hybrid – a combination of work from Inside Policy’s Sydney, Melbourne or Canberra office and work from home
Line manager:	General Manager, Advisory
Line of business:	Advisory
Team:	Projects
Direct reports:	Two (2) Inside Policy employees: Manager – Projects x 2.
Indirect reports:	Senior Consultant – Projects x 2
Dotted lines:	<p>Work in partnership and collaboratively with peers including Senior Managers of Evaluation & Research, Engagement, and Managers of Quality & Ethics, and Reporting & Communications.</p> <p>Report on team and activity/deliverable progress to Project Leads and Project Directors.</p> <p>Seek advice and counsel from Inside Policy’s internal First Nations Research and Ethics Council.</p>
Team budget:	Approximately \$720,000 per annum.
Team KPIs:	<ol style="list-style-type: none"> 1. Delivers high quality evaluation and research projects on time, on budget and in scope across 100% of projects. 2. Develops, updates and communicates Inside Policy’s project management approach and practices. 3. Achieves and maintains a Client NPS (Net Promoter Score) of 50 or higher across all projects managed. 4. Fulfils its responsibilities in line with Inside Policy’s values.

The role in more detail

Senior Managers at Inside Policy are the lynchpin to our mission for changing the world one policy at a time. The Senior Manager – Projects is a technical expert in project management, has deep subject-matter knowledge of social policy, is a leader of people, and is a collaborative partner to their peers.

Projects team

The Senior Manager – Projects leads a small team that successfully delivers within Inside Policy's advisory projects on behalf of government, philanthropic and not-for-profit clients. The Projects team enables the effective delivery of Inside Policy's evaluation and research projects by providing leadership, coordination, systems and support to other practice areas within Inside Policy.

The Projects team manages Inside Policy's evaluation and research projects by:

- reviewing and negotiating draft project contracts
- leading on all projects and managing the project contract including negotiating contract variations and extensions
- assigning project activities and deliverables to the relevant teams
- keeping track of project status
- developing and implementing internal project work in progress processes
- coordinating all project document management and storage, data management, communications, and information sharing
- leading and scheduling all internal project team meetings including internal update meetings, theming workshops and other project team meetings
- being the day-to-day point of contact for clients on projects
- being the secretariat for and leading/participating in all project client and stakeholder meetings such as initiation meetings, project update meetings, steering committee meetings, presenting discovery findings, presenting evaluation/research findings, and workshops to design evaluations and their component parts
- preparing and updating project plans, risk management plans, meeting schedules, project meeting agendas, project updates and project status reports
- liaising between clients and project team members to define deliverable and activity scope, access to information, and manage expectations
- seeking advice and guidance from teams and councils internal to Inside Policy including the Evaluation & Research team, Quality & Ethics team, Reporting & Communications team, Engagement team, and First Nations Research & Ethics Council
- managing project resourcing, budgets, client contacts and project details through Scoro.

Outside of project work, the Projects team is also responsible for building the quality and depth of Inside Policy's project management approach and practice in social policy. The Project team supports this work by:

- attending project management, evaluation and research, and social policy forums
- reviewing, updating and communicating Inside Policy's approach to project management
- delivering internal knowledge and capability-building sessions on project management (including client, project budget and risk management)
- contributing to Inside Policy's evaluation and research proposals
- forming and maintaining partnerships with technical experts who fill gaps in our evaluation and research capabilities.

Role objective

To successfully lead the Projects team in delivering high quality evaluation and research advisory projects and capability across the advisory practice.

Role KPIs

1. Behaviours align with Inside Policy's values.
2. Develops and successfully implements with the Project Team an annual workplan.
3. Achieves and maintains a Team NPS of 50 or higher.

4. Team resources managed within team and project budgets.
5. Achieves and maintains a Client NPS of 50 or higher for projects managed.
6. Leads the development of Inside Policy's project management approach and practices.

Main duties & responsibilities

The Senior Manager – Projects will lead the Projects team to give life to Inside Policy's mission and values while also managing a small number of Inside Policy's more complex projects. Strong project setup, disciplined use of delivery systems (such as project management platform Scoro), and effective people leadership are core to this role and underpin successful delivery across the project portfolio.

The key responsibilities of this role are:

Team leadership

- a. Lead and support a small team, providing clear direction, feedback and people management to support strong delivery and capability development.
- b. Develop and implement an annual team workplan that aligns with the goals and objectives of the Advisory Practice and Inside Policy.
- c. Support the growth of the team's practices, knowledge and skills in managing social policy projects.
- d. Leads diverse teams of people, clients and stakeholders in a safe, respectful and inclusive manner, including with First Nations Australians.

Project leadership and delivery

- a. Lead a small number of larger or more complex advisory projects as the primary project lead, including being the client contact, while providing leadership, oversight and support across a broader portfolio of projects led day-to-day by Project Managers.
- b. Lead, brief, and direct the entire project team on the delivery of advisory projects to ensure successful completion of these projects to a high-level of client satisfaction.
- c. Establish and maintain strong project setup and oversight through disciplined use of Scoro across all advisory projects, ensuring accurate visibility of scope, resourcing, budgets, risks and delivery timelines.
- d. Quality-assure project team, outputs and deliverables and provide strategic advice and guidance to project team members to ensure the successful delivery of projects, ensuring levels of high-quality are consistently achieved.
- e. Proactively identify and resolve project risks collaboratively with project team members and clients.
- f. Seek and respond constructively to client feedback.
- g. Oversee, negotiate and approve all project subcontractor agreements including variations and terminations.
- h. Manage project team resources, including working with Activity and Deliverable Leads to allocate team members to project tasks, provide team members with clear direction and feedback, engage and coordinate subcontractors and staff to achieve project milestones.
- i. Work collaboratively with, and manage upwardly to, Project Directors to effectively identify and mitigate strategic risks within projects.

Budget management

- a. Manage the team budget and resources effectively, ensuring that all expenditures are justified and aligned with Inside Policy goals.

Policy and technical expertise

- a. Provide subject matter expertise in at least one social policy area that correlates with Inside Policy's demonstrated areas of interest.
- b. Provide knowledge of working in and with government agencies including policy development cycles, clearance processes, and other government business practices
- c. Provide technical expertise and leadership in the delivery of social policy advisory projects.
- d. Stay up-to-date with trends and best practices in project management and in social policy and apply this knowledge to drive innovation and growth within the team and Inside Policy.

- e. Manage the team's scheduling and contribution to internal learning and development activities relevant to project management in social policy.
- f. Understand the role of artificial intelligence (AI) and where it can be ethically and effectively applied without compromising quality, confidentiality and security in the delivery of Inside Policy's advisory projects.

Management and leadership collaboration

- a. Analyse the data and identify solutions to continue the improvement of Inside Policy's business, project and evaluation/research systems, practices and processes.
- b. Collaborate with other teams and internal stakeholders to ensure that business needs are being met.
- c. Ensure team compliance with all relevant laws, regulations and policies including Working with Children Checks, continuous professional development required for Australian Evaluation Society membership and others.

Business development

- a. Provide input into the development of methodologies, budgets and teams for Inside Policy's successful evaluation and research proposals.
- b. Build and maintain strong networks in the social policy community outside of Inside Policy.
- c. Work alongside the GM Advisory and other Senior Managers to nurture existing client relationships to identify and secure ongoing project work.

Competency level

The Senior Manager – Projects is expected to perform their responsibilities at the outstanding level for each of the seven competency areas of values, communication, research, outcomes-focus, stakeholder engagement, teamwork, and problem-solving. And an Advanced level for the leadership competency.

Refer to Inside Policy's [Competency Framework](#) for more detail on the expectations of Senior Managers for each competency area.

Requirements and qualifications

In order to fulfil the role as outlined in this section, the Senior Manager – Projects meets the following requirements and qualifications:

- Minimum of five (5) years' experience in a management role, with demonstrated responsibility for end-to-end project delivery, including planning, resourcing and managing teams, in advisory, evaluation or consulting contexts.
- A relevant tertiary qualification, or equivalent professional experience, with demonstrated responsibility for leading and delivering complex projects or work programs.
- Project management qualifications or equivalent experience in delivery-focused environments (e.g. consulting, advisory or evaluation) are highly regarded.
- Ability to learn and become proficient in the project management platform Scoro.
- Proven track record of successful leadership and team management.
- Proven track record in expert-level stakeholder management particularly with government clients, not-for-profit organisations, and diverse groups including First Nations Australians.
- Proficient to expert levels in Microsoft Office applications including Word, PowerPoint and Excel.

About Inside Policy

Inside Policy is a privately-owned social and economic policy advisory firm. Established in 2014 by founder, Natalie Walker, Inside Policy is a trusted partner to governments in delivering complex and large-scale evaluation and research projects in social policy. Inside Policy specialises in the policy areas of family and domestic violence, child and family services, justice, and Indigenous economic development.

Insiders (i.e. Inside Policy team members) are committed to making our nation a better place for Australia's most vulnerable populations by providing evidence informed and credible policy advice.

Inside Policy is a dynamic, purpose-driven organisation which does high quality work for our clients in a fast-paced environment. To enable this, we support all Insiders through our annual growth process – *Inside Up*, by having flexible work arrangements, by supporting financially and experientially a range of learning experiences to help team members achieve their goals, and by ensuring team members are applying their areas of strengths while building new expertise.

Inside Policy is also a responsible employer. We take seriously our responsibility to provide a workplace where Insiders can thrive by maintaining their wellbeing. To this end, Inside Policy offers a reduced hours at full pay model, otherwise known as a nine-day fortnight, for its full-time employees. Part-time and flexible work arrangements are also available where a nine-day fortnight is not the right fit.

Inside Policy's values

Building an advisory firm like Inside Policy that aspires to change the world one policy at a time requires a culture of professionalism, performance, creativity and (social) purpose that is born out of a set of unwavering values. We stand for more than being better than our competitors. Rather we courageously lean into the values that will help us make the world a better place, one policy at a time.

The six values that shape our culture and describes who we are and why we do what we do are:

1. Curiosity – Insiders have a strong desire to know and learn.

Developing valuable insight for our clients is our secret sauce. Having the desire to learn new methods, deeply understand our clients and their stakeholders, policy trends, developments in government, way of working and translating all of this into practice helps us stay on the cutting edge of insight.

2. Reflection – Insiders dedicate time to deep thought and consideration.

At an individual level, reflection – especially critical reflection – helps us perform and grow. At a team level, it helps us work together better and collectively solve complex problems. At a project level, critical reflection helps us to design approaches and insights that are particular to the project.

3. Quality – Insiders constantly pursue a higher standard of performance and output.

Being the best at being better is critical for developing unique policy insight that changes the world. For our work to be persuasive to us, our stakeholders and our clients it must be well-presented, defensible, robust and evidence informed.

4. Pragmatism – Insiders constantly assess the fairness and practical application of their advice.

We work in a complex, ambiguous, ever-changing environment with competing interests and constraints. Therefore, to be relevant and useful, our preferred ways of working at Inside Policy and with our clients must recognise these competing, complex requirements to ensure our work and advice is fair and practical.

5. Responsibility – Insiders have a strong sense of duty for the contribution they can make to our world and what they are to achieve in their role, their projects, as a team member and as a community member.

We must all do what is expected and required of us in order for individuals, teams and the company to succeed. We also recognise that our advice on complex social policy matters often impacts the most

vulnerable in our community, because of this and our deep care for our world, we must exercise this role judiciously.

6. Trust – Insiders are reliable, credible and engaging.

Trust in each other is what creates teams. A client's trust in our advice is what gives us influence. A stakeholder's trust in our work gives us access.

Inside Policy's Advisory Practice

Inside Policy's current core business is its evaluation and research work which is undertaken through its Advisory Practice. The Advisory Practice is led by the General Manager – Advisory.

The Advisory Practice comprises of 15 Insiders across five teams of Projects, Evaluation and Research, Engagement, Quality & Ethics, and Reporting & Communications. The sole focus of the Advisory Practice is to manage and deliver high-quality complex and large-scale evaluation and research projects in social policy. The policy areas of focus are:

- Family and domestic violence
- Justice
- Children and families
- First Nations economic development
- Health
- Community-led change.

The Advisory Practice works predominantly with government clients though a smaller (yet growing) area of project-work is with philanthropic and not-for-profit organisations.