

POSITION DESCRIPTION



POSITION TITLE:	Applications & Projects Officer
REPORTING TO:	Applications & Projects Manager
LOCATION:	Devonport Office
INCUMBENT:	Vacant

ROLE PURPOSE

This role assists in analysing and reviewing business systems with a view to identifying and reporting on opportunities to achieve business process improvement and managing the end to end delivery of a range of projects relevant to Bank of us core banking systems to the satisfaction of end users and in accordance with defined cost budgets.

Key to your success will be your contemporary IT and analytical skills and in-depth knowledge of business systems to capture and define end user requirements. You will also use your project management skills to assist in the coordination of project resources, to ensure identified scopes are delivered and end user expectations met.

PRIMARY OBJECTIVES

People

Work in a collaborative manner with the Applications & Projects team, external third parties and internal teams ensuring the relationships add value to the organisation and support strategic objectives.

Customers

Actively assist the Applications & Projects team in the end-to-end delivery of core banking systems projects which support Bank of us customer centric culture and growth objectives.

Act as 'project owner' on defined projects, controlling on a day-to-day basis, setting deadlines, assigning responsibilities, managing costs and reporting on progress of the project.

Applications & Projects

Assist the Applications & Projects Manager in the development, implementation and monitoring of project services, in consultation with stakeholders to ensure identified needs are met using Bank of us project management methodology.

Assist with the development, implementation and completion of testing scripts and associated project testing documentation.

Proactively identify opportunities for service enhancement through comprehensive analysis of current business systems and processes.

Risk

Ensure that all aspects of the role and administration within the Applications & Projects team are carried out in accordance with Bank of us vision, values, policies and procedures.

ACCOUNTABILITIES/ MAJOR DUTIES	ACTIVITIES / TASKS INCLUDE	PERFORMANCE INDICATORS
People	<ul style="list-style-type: none"> • Assist with creating a working environment which fosters an achievement culture in which people can focus on meeting sales, productivity, quality and service levels. • Assist with the development a positive customer centric culture which actively seeks to deepen and strengthen customer relationships by with the goal of being our customers' main financial institution. • Assist with the continuous improvement in all processes to build efficiency and resource optimisation. • Build strong working relationships within the Applications & Projects team, across other teams in the organisation and with external service providers. • Share thoughts, ideas and feedback with peers, celebrate success together and work closely and constructively in delivering exceptional business outcomes. 	<ul style="list-style-type: none"> • Evidence of continuous improvement. • Internal Customer Satisfaction Survey Results.
Customer	<ul style="list-style-type: none"> • Coordinate projects to ensure they are completed in a timely manner and within budget, seeking approval for all out of budget expenses. • Undertake investigations and reviews, including business process mapping, developing business cases and reports, and working with stakeholders to identify solutions that meet Bank of us objectives. • Support the development of detailed project plans to monitor and track progress. • Identify changes and follow procedures to implement these in accordance with Bank of us Corporate Change Policy. • Assist in reporting on project status to a variety of stakeholders. 	<ul style="list-style-type: none"> • Post implementation reviews • Internal Customer Satisfaction Survey Results.
Applications & Projects	<ul style="list-style-type: none"> • Coordinate and undertake testing of software and hardware infrastructure, including documentation of testing results. • Assist in the coordination, scheduling, management and control of project implementation. • Ensure projects/initiatives are prioritised against key criteria in order to satisfy business 	<ul style="list-style-type: none"> • Project delivery against forecast • Post implementation reviews • Documentation completed

	<p>goals.</p> <ul style="list-style-type: none"> • Measure project performance using appropriate tools and techniques and continually seek ways to improve project delivery and services. • Create and maintain comprehensive project documentation. • Contribute to the achievement of department targets and goals. 	
Risk	<ul style="list-style-type: none"> • Undertake risk assessment for project implementation, identifying any risks and determine approach to minimise these risks. • Ensure that all aspects of the role and administration are carried out in accordance with Bank of us vision, values, policies and procedures. • Contribute to maintaining the Bank of us reputation for corporate responsibility by ensuring all actions and behaviours are in accordance with Bank of us compliance requirements such as statutory, legal and ethical obligations and maintain an up to date knowledge of Bank of us policies, procedures, products and services (e.g. Bank of us Code of Conduct, WHS, Privacy, Anti-Money Laundering etc.) 	<ul style="list-style-type: none"> • Post implementation reviews • Risk and Compliance requirements achieved i.e. Operate within policy.
Other	<ul style="list-style-type: none"> • Build and maintain strong mutually beneficial relationships with internal teams, third parties and vendors i.e. key software and service providers, share thoughts, ideas and feedback with peers and celebrate successes. • Undertake any other reasonable duties as directed by the Applications & Projects Manager from time to time. 	<p>Business Partner Relationships measured by:</p> <ul style="list-style-type: none"> • Objective Feedback

KEY RELATIONSHIPS

Direct Reports

- Nil

Internal Relationships

- Other Systems Support Staff
- All Staff

External Relationships

- Key software providers e.g. Ultradata, IBM etc.
- Key service providers e.g. ASL, FDI etc.
- IT Suppliers/Stakeholders

- Other industry contacts and professionals

5. SKILLS AND PERSONAL QUALITIES

Skills

You will demonstrate:

- The ability to prioritize and manage multiple projects and deadlines.
- Strong strategic thinking coupled with strong analytical and influencing skills.
- Excellent attention to detail, thoroughness and accuracy.
- The ability to develop strong and beneficial networks internally and externally.
- The ability to work collaboratively with other business areas and stakeholders.
- High level skills in the use of relevant software programs (e.g. Microsoft Office Suite).
- The willingness and ability to acquire new skills and knowledge.
- The ability to be an innovative, creative and lateral thinker.
- The ability to provide strategic and change leadership.

Personal Qualities

You will demonstrate:

- A commitment to providing exceptional service.
- A commitment to achieve quality outcomes.
- A commitment to being a team player.
- Self-motivation and an ability to work with autonomy.
- The willingness and ability to acquire new skills and knowledge.
- The ability to be an innovative, creative and lateral thinker.
- An innovative approach to your work.

SELECTION CRITERIA (to be addressed as part of application)

Experience

- Demonstrated experience in identifying and assisting delivery of business and IT system based projects in a small to medium scale corporate environment.
- Understanding of Microsoft operating systems and contemporary IT systems/processes.
- Proven ability to lead change.
- Sound technical background with understanding and/or hands-on experience in software development (desirable).
- Previous experience in application support (desirable).
- Background in the banking/finance industry (desirable).

Qualifications

- Relevant qualifications in Project Management, Technology Support, Systems Administration or a related discipline.

Licenses

- Current Drivers' license.

Employee's Signature:		Date:	
Manager's Signature:		Date:	