

**Supplementary Information**

**Department of Communities and Justice**

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| **Role title/s**  | Resource Manager |
| **Generic RD title**  | Resource Manager | RD Ref no. |  |
| **Division/Branch/Unit** | IDS Major Digital Program Delivery  |
| **Location** | 6 Parramatta Square |
| **Classification/Grade/Band** | Grade 9/10 |
| **Agency Website** | www.dcj.nsw.gov.au |

**NSW Department of Communities and Justice (DCJ)**

**Corporate Services, Information and Digital Services (IDS)**

**Major Digital and ICT Programs**

**Resource Manager**

**Clerk Grade 9/10**

The Major Digital and ICT Programs unit are DCJ’s official provider of ICT Consultancy and Program Delivery services. One of the teams within this unit is the Business and Resource Management team (BRM). This team is responsible for the management and implementation of business operations, development, and improvement for Major Digital. It also is responsible for the end-to-end recruitment, administration, and Resource Management of over 100 project specialist contractors and fixed term temporary staff.

They also provide pro-active Resource Management by working closely with the Delivery teams to ensure project resource demands are met, anticipated and allocated appropriately.

The Resource Manager will focus on the following services and will need to be flexible to assist the wider BRM deliverables:

* Manage reporting of resource capacity and demand by utilising IDS’s Project Management tools.
* Identify, design and develop talent resourcing strategies and align with business priorities.
* Develop and maintain an up-to-date database of ICT skills and capabilities to inform and guide resource allocation and investment.
* Liaise with leadership team to ensure best practice with day-to-day management of resources.
* Develop and maintain stakeholder relationships through planned and effective communication, as well as negotiation and issues management to drive an ‘outcomes’ focus.
* Work with internal and external stakeholders to efficiently implement and consistently provide new and streamlined services to build team profile and improve processes.
* Provide training to educate the project teams on the process and procedures to ensure the uptake of the resource tasks they are required to fulfill.
* Undertake analysis of performance metrics to identify improvement opportunities and efficiency measures that meet the changing business requirements of the team.
* Contribute to the BRM Team wider deliverables as and when directed by the line manager.

**Specific challenges of the role:**

* Manage your time effectively across multiple and changing priorities.
* Negotiating the allocation and re-allocation of resources to optimise project delivery.
* Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
* Driving consistency of application amongst the project teams for all matters pertaining to resource management.

**Qualifications or equivalent experience:**

* 2+ years’ experience and/or knowledge of workforce management.
* 2+ years’ experience and/or knowledge of IT project cycle.
* Familiarity with government recruitment processes and procedures.