

# Position/Job Description and Key Performance Criteria



**Title:** Project Manager  
**Department:** Installed Systems Dept.  
**Reports to:** Manager – Installed Systems  
**Issue Date:** July, 2016

## Company Overview:

The P.A. People enjoy an enviable reputation for delivering quality Sound Reinforcement, Performance Lighting, Audio Visual Systems, Video and Communication solutions over the past 40 plus years with a strong focus on design excellence, quality workmanship and outstanding customer service.

Our first priority is to understand the needs of our customers and then tailor a solution to meet those needs. Our engineering based approach has seen the company build an extensive prestige customer base, some of which are The Sydney Opera House, BOC Gases, Stadium Australia, NSW Parliament House, Sydney University, Olympic Tennis Centre, The Capitol Theatre, St Mary's Cathedral and many more.

The Installed Systems team is the largest group within The P.A. People in terms of revenue generated and staff numbers. The team's strength is that it covers every aspect of a solution from the sale, through design, engineering, installation and commissioning. Our mission is to deliver the right solution at the right price, on time and with the performance and workmanship quality solutions demand.

## Position Overview:

As part of the Installed Systems team, the Project Manager oversees all aspects of the project using planning, monitoring and controlling processes. The Project Manager is responsible for the completion of the project on time, on budget and on spec. To this end, the Project Manager performs a variety of tasks including, but not limited to, co-ordinating all resources and stakeholders; setting deadlines; assigning responsibilities; monitoring quality and performance, summarizing and communicating the progress and profitability of the project.

You will use your ability to read / interpret drawings, comprehend design detail and administrate contracts whilst combining your knowledge of OH&S and Quality Management Systems to ensure the projects you manage deliver a successful outcome for the client and the company. Essential to achieving consistent results are your highly effective planning, organising and problem solving skills together with your strong communications skills (both written and verbal) to lead, motivate and influence others.

The Project Manager is required to use their own initiative, apply deductive reasoning, continuity and productivity together with cost management to ensure that the Projects are on time and within budget. Commercial acumen together with a strong understanding and capacity to meet client requirements with diplomacy and sensitivity to solving complex problems are fundamental to this position.

## Key areas of responsibility

### Liaise with sales team for a given project

- Be involved in handover meeting/s with sales. This may be either internally (smaller projects) or with the client (larger or more sensitive projects). These meetings may take place on or off site as determined appropriate between the sales person and the project manager
- Ask as many questions as required to understand the proposed system, confirm intent of the client and sales person for system performance and usability

### Planning the project, materials and resources

- Develop a project plan in order to accomplish its goals within constraints such as time, cost and agreed quality standards
- Schedule tasks, deadlines and milestones for all stakeholders and resources
  - a. Create Gantt charts in MS Project or similar tool ensuring milestones and critical timelines are clearly represented
- Create detailed bills of materials, schedules, purchase requisitions and special requirements lists for action by various teams and departments
- Identify schedule uncertainties and risks for both client and the company
  - a. Develop schedule contingency plans

### Day-to-Day Management

- Run the project on a day-to-day basis
- Coordinate designers, engineers, installers, sub-contractors, programmers, other staff, service providers, and clients
- Assemble assets required for production team to perform tasks
- Use Greentree (ERP System) to allocate and track stock and resources including labour
- Use Greentree (ERP System) to invoice projects in line with client agreement or contract
- Follow through on the supply chain of equipment, resources and labour
- Determine labour requirements and liaise with other project managers to allocate resources as required.
- Discuss and resolve shortages/clashes with Manager- Installed Systems
- Disseminate production information to production team through task and sub-tasks assignment based on requirements
- Co-ordinate communication between staff and third parties acting on behalf of the client
- Efficiently and competently manage problems -- when things go off plan (due to scope-creep, changed requirements, missed deadlines etc.) bring them back on plan or create a new plan with the assistance of key-stakeholders
- Intimately understand the requirements of the project and ensure that work proceeds on-spec
- Evaluate deliverables prepared by the team to make sure the work meets requirements and maintains a high level of quality
- Constantly monitor and report on the progress of a project to all stakeholders

### **Evaluate system and design systems in detail to a high standard of quality**

- Use engineers (internal and external) as appropriate.
- Discuss any possible errors or omissions with others in the team. Follow conclusions/ solutions through to an end, both technically and commercially.
- Actively follow through any changes to the intended system, including customer sign off, equipment supply and implementation

### **Prepare/supervise documentation**

- Ensure documents to/from client including consultant sign offs if applicable are in place.
- Liaise with engineering and drafting teams regarding installation documents.
- Ensure installation documents including site information, system block diagram, equipment layout, cable schedules, rack layouts, metal/woodwork drawings are ready to give to install teams prior to installation. Prepare installers file.
- As built drawings, manuals (operation, maintenance, training)

### **Prepare equipment for installation**

- Ensure timely delivery of equipment.
- Ensure Greentree process is completed (requisition) to allow purchasing to take place in a timely manner. Liaise closely with purchasing officer to ensure a smooth arrival of equipment.
- Liaise with suppliers (internal and external) to ensure timely delivery. This includes factory staff involved in building/assembling elements of the project on your behalf.
- Ensure placement of all required equipment on project pallets or to site as required to meet schedule. Chase up any shortfalls in time to modify plans accordingly.

### **Attend and or supervise the onsite implementation of projects**

- Ensure an efficient installation is achieved
- Ensure harmony with client is created and maintained
- Ensure quality workmanship is maintained throughout the project
- Help installers resolve any site issues that may arise in the course of the installation
- Be willing to get involved on the tools as required to assist with the timely delivery of the project and to help build team moral.

### **Test and Commission systems**

- Ensure appropriate people and equipment are available as required to ensure correct functionality and quality of the system.

### **Train customers and staff**

- Liaise with client regarding the appropriate training and handover of systems to clients in line with the contract.
- Liaise with Manager- Installed Systems and recommend staff training to empower team
- Provide feedback to sales regarding the success or failure of projects in order to improve the process from beginning to end. This feedback could be either informal and/or formal.

### **Liaise with clients for a given project**

- Ensure the client's need is met with the proposed/installed system. Resolve any points of uncertainty or question, involve sales if appropriate.

- Ensure client is kept up to date with the program, progress, any delays or changes to the program and/or the system.
- Manage variations to projects, technically and commercially. Involve others as appropriate.
- Answer any queries the client may have regarding the program or the system. Involve others as necessary.
- Be responsible for the preparation and delivery of documents to the client as required (inc RFIs, transmittals, variations, valuation claims, invoices, insurance certificates, SWMS, safety plans, technical documents including block diagrams, schedules and layout drawings). The actual document types will vary depending on the system and installation site.

### **Evaluation & Reporting**

- Track and report team hours and file expense reports
- Analyse project profitability
- Conduct performance evaluations

### **Process**

- Create, maintain & constantly look to improve production processes
- Provide detailed explanations (written and graphical) of production processes

### **Consults with**

- Customers
- Sales Staff
- Engineering staff
- Equipment and services suppliers
- All levels of management

### **General**

- Work with the following tools:
  - Windows
  - MS Office, Outlook, Word, Excel
  - MS Project
  - Greentree (ERP System)

### **Term of employment**

- Full time position after initial 3 month trial period.

### **Qualifications/Skills**

- Tertiary qualification in Project Management, exposure to Audio, Network and Electrical Systems or similar
- Demonstrable experience in delivering simple or complex projects on time, on budget and to customer expectation
- Consistent track record and ability to keep up to date with industry knowledge and developments
- Well-developed ability to read and interpret plan's, drawings, design documentation and specifications with an attention to detail when preparing material lists and project plans
- Excellent English communication skills (verbally and in writing) - demonstrable

- An open-minded approach to new ideas combined with a fair, positive 'can do' attitude to practices, processes and operating procedures
- The ability to spot sensible, effective, least risky, least complex solutions
- Demonstrate well developed skills in MS Office Suite in order to create well-structured documents, project plans, spread sheets, presentations and other documents
- An ability to demonstrate tact and diplomacy when dealing with difficult or sensitive situations
- An ability to maintain confidentiality when appropriate, especially when dealing with business and sensitive issues
- A willingness to work and adapt to a fast growing & changing environment
- A passion for 'starting up' and participating in the development of new ideas & concepts
- Ability to perform and work well under pressure, meet milestones and keep schedules on time
- Good organisational, multi-tasking, analytical & problem solving skills.
- An ability to work independently or as part of a team to ensure team and business goals are met effectively and efficiently.
- Strong sense of customer service

**Other Requirements**

- Have Australian residency and hold a current driver's license.

This position description is subject to review and change from time to time as the company's needs change.