

**JOB DESCRIPTION**

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| **POSITION** | Project Manager - Public Safety Network |
| **BUSINESS UNIT** | Operational Communications Programme |
| **RESPONSIBLE TO** | Programme Manager |
| **LAST UPDATED** | May 2025 |

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| **Our Vision**  We are a trusted and reliable ambulance service providing excellence in emergency response and connected services that move our communities to better health.  **Our Purpose**  Wellington Free Ambulance exists to deliver an ambulance service that excels in emergency response and clinical communications underpinned by proactive partnerships to deliver equitable health and wellbeing outcomes for our community.  **Our Values**  **Values** |

JOB PURPOSE

The purpose of this role is to manage the implementation into Wellington Free Ambulance (WFA) of new communications services being provided to the Emergency Services by the Next Generation Critical Communications (NGCC) Public Safety Network (PSN) Programme.

This position is expected to engage and work with business units and external stakeholders including the PSN Programme team to ensure that projects related to migrating to the PSN capability meet desired outcomes and benefits are realised for WFA.

JOB SCOPE

The role sits within the WFA PSN Programme team and will require interaction with all WFA business units.

The aim for this Project Manager role is to

* Co-ordinate, plan, and manage individual projects essential for WFA to realise the full benefits of transitioning to the PSN capability
* ensure that WFA projects and activities relating to PSN are delivered on-time, within scope and budget
* assist in identifying the change management needs for a smooth effective transition of WFA onto the PSN capability.

CONTEXT THAT THIS ROLE OPERATES WITHIN

**Organisational perspective**

Wellington Free Ambulance (WFA) is the only emergency ambulance service for Greater Wellington and Wairarapa, a population of around 500,000 people.

As well as over 53,000 emergency ambulance responses annually, WFA operates a clinical communications centre, answering over 235,000 calls a year, provides over 40,000 patient transfers for people to attend scheduled medical appointments, and provides medical event services to thousands of people at over 500 events across the region.

For almost 100 years WFA has proudly honoured the founding principle of our organisation to provide a free and accessible emergency health service to our community.

As an essential health service, WFA receives around 82% of our funding from Government and ACC contracts. The community contributes over $7 million each year through fundraising to ensure WFA services can remain free of charge.

**Business Unit Perspective**

The Operational Communications Programme brings together several projects that will transform the critical communications systems that Wellington Free Ambulance (WFA) use to enable the delivery of its frontline services.

The PSN Programme is a unique cross agency programme representing the four Emergency Services: New Zealand Police (NZP), Fire and Emergency New Zealand (FENZ), Hato Hone St John (HHSJ) and Wellington Free Ambulance (WFA). It is overseen by the PSN Programme Team within the Next Generation Critical Communications (NGCC) Lead Entity. It will introduce new digital radio, and priority cellular capabilities to WFA, commencing in 2023. The PSN capability is intended to provide modern, sustainable, mobile communications, where and when needed, to ensure the safety of our staff, responders and those across our communities.

PSN will enable WFA to enhance productivity and effectiveness; and further evolve mobility strategies through innovative solutions - potentially using a mix of voice, data and video services.

### KEY ACCOUNTABILITIES

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| **Key result area** | **Accountabilities** |
| **Project Management**  WFA projects and activities relating to PSN are delivered on-time, within scope and budget. | * The project budget is managed successfully * Project schedule is set and managed to meet key delivery deadlines * Project issues are resolved in a timely and well controlled way * Project risks are identified and managed accordingly * Project progress is monitored successfully by the production of status reports and updates |
| **Relationship with PSN Programme**  Represent WFA’s interests on behalf of the Agency Responsible Owner | * In meetings and interactions WFA’s views and values are demonstrated * Tasks pertaining to the wider Programme are delivered on time and to a high quality * Maintain a ‘finger on the pulse’ to understand pressures and drivers within WFA |
| **Support communication efforts**  Support the design, development, delivery and management of communications | * Project communications plans and materials developed and delivered on time and within budget * Stakeholders identified and engaged throughout process |
| **Support training efforts**  Provide input, document training requirements and support the design and delivery of training programs. | * Training needs of stakeholder groups are understood clearly * Training plans and collateral developed and delivered on time and within budget |
| **Transition Management**  Assist the Business Change Manager with transition management | * WFA has adopted the new way of working smoothly, safely and with positive feedback * Business as usual is maintained during the transition * Business continuity plans are updated as required |
| **Benefits realisation**  Manage and measure benefits for WFA | * Establish and implement the mechanisms by which benefits are delivered and measured |
| **Living WFA’s values**  WFA is a values-based organisation, and employees should be committed to upholding our values. Our values represent who we are, where we’re going and who we’re taking with us. | * Be authentic, original, true | Mā pango mā whero ka oti te mahi * Act with kindness | Aroha atu, aroha mai * Lead by example | Mahia te mahi, hei painga mo te iwi * Keep getting better together | Whaia e koe te iti kahurangi |
| **Health and Safety:**  Complies with responsibilities under the Health & Safety at Work Act 2015.  In the performance of assigned duties, maintains and actively participates in supporting a safe and healthy workplace. | All employees are responsible for:   * Working in a safe manner to prevent risk of harm to themselves, others, or the environment. * Complying and co-operating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements * Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures. * Participating in incident investigations and taking an active role in rehabilitation following an injury or illness. * Alerting managers and health and safety representatives to any observed unsafe behaviors or situations. * Actively participating in health and safety training and alerting manager(s) where additional training or support may be required. |

Relationships and delegations

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| Reporting Structure | **Manager:** | Operational Communications Programme Manager |
| **Peers:** | PSN Technical Lead, PSN Change Manager, PSN Business Analyst |
| **Direct Reports:** | Nil |
| Key relationships | **Internal:** | Operational users, Executive Leadership Team, Project Team |
| **External:** | Service Providers, Other Emergency Services |
| delegations & authorities | **Delegation Level:** | “As per the delegations letter (if any) agreed with you in writing during your employment, and subject to CEO approval at all times” |

### CAPABILITY PROFILE

Competencies

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| Core Competency | Key Behaviours |
| **Ensures Accountability** | * Assumes responsibility for the outcomes of others * Promotes a sense of urgency and establishes and enforces individual accountability in the team * Works with people to establish explicit performance standards * Is completely on top of what is going on and knows where things stand * Provides balanced feedback at the most critical times |
| **Communicates Effectively** | * Delivers messages in a clear, compelling, and concise manner * Actively listens and checks for understanding * Articulates messages in a way that is broadly understandable * Adjusts communication content and style to meet the needs of diverse stakeholders * Models and encourages the expression of diverse ideas and opinions |
| **Organised** | * Is organised and takes a structured approach to tasks/goals. * Plans effectively and manages resources and execution appropriately to ensure tasks are delivered on time. |
| **Drives Vision and Purpose** | * Articulates a compelling, inspired, and relatable vision * Communicates the vision with a sense of purpose about the future * Makes the vision sharable by every by everyone * Instils and sustains organisation-wide energy for what is possible |
| **Resourcefulness** | * Gets the most out of available resources and secures rare resources others can’t get * Adapts quickly to changing resource requirements * Enjoys multi-tasking; applies knowledge of the organisation to advance multiple objectives |
| **Being Resilient** | * Stays focused and composed in stressful situations * Maintains a positive attitude and forward-thinking approach despite troubling circumstances or setbacks * Takes constructive action to navigate difficulties or obstacles * Is viewed as a source of confidence in high-stress situations |
| **Strategic Mind set** | * Sees the big picture, constantly imagines future scenarios, and creates strategies to sustain competitive advantage * Is a visionary and able to articulately paint credible pictures and visions of possibilities and likelihoods * Formulates a clear strategy and maps the aggressive steps that will clearly accelerate the organisation towards its strategic goals |
| **Drives Results** | * Sets aggressive goals and has high standards * Is consistently one of the top performers * Pursues everything with energy, drive, and the need to finish * Persists in the face of challenges and setbacks * Always keeps the end in sight; puts in extra effort to meet deadlines |
| **Te Tiriti  o Waitangi and Cultural Expertise** | * Demonstrates understanding of the principles of Te Tiriti o Waitangi and their contemporary application to WFA’s work * Applies tikanga in relevant work situations * Wellington Free ambulance is committed to its responsibility to Maori and Pasifika. In that regard there is an expectation of continued learning and development of all staff in this area. |

Other aspects of capability not covered by the above competencies

**Knowledge and Experience:**

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| Essential | Desirable |
| * Proven experience managing successful projects * ICT project management experience * Mastery of the full Microsoft suite, including Microsoft Project and Visio * Experience in organisational change efforts and projects * Proficient in the basic Microsoft applications, such as – Word Excel, PowerPoint, SharePoint and Teams. * Exceptional communication skills, both written and verbal * Excellent active listening skills * Organised with a natural inclination for planning strategy and tactics | * Led large-scale organisational change efforts * Has recent and relevant ambulance experience * Understanding of Business Analysis methodologies * Proficient SharePoint and MS Teams. |

**Professional Qualifications / Accreditations / Registrations:**

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| Essential | Desirable |
| * Prince2 or similar project management certification * Experience and knowledge of project management principles, methodologies, and tools. | * Business analysis and change management knowledge. * Risk Management |

Hours of Work

The normal working week will be Monday to Friday; however the nature of the duties may require work outside the normal hours from time to time.

Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.