

Thank you for your interest in the position of **Web Project Manager** with the Sydney Theatre Company.

Reporting to the Director of Finance and Administration, the Web Project Manager is responsible for the effective project management and successful delivery of the Web API project for the Sydney Theatre Company.

With online ticket sales being STC's main revenue channel, this project is considered critical to STC's core operations and future success. The Web API project involves the upgrade of the current API platform and migration of STC's ticketing website to a new CMS platform and is expected to be delivered by December 2021. The role is hands-on and requires exceptional project management skills in planning and leading the project through its various stages, whilst being an active participant in key phases.

The role will interact with a broad range of stakeholders from senior leadership to key operational teams, a project control group and an external web developer and IT consultant. The role will direct key IT resources during the project to deliver key milestones and testing. The role requires strong communication and organisational skills in order to navigate key milestones effectively, as well as ensuring all relevant stakeholders are actively informed of progress and delivery.

Aside from the information outlined in the job description other relevant details of the position are:

### **1. Hours of Work**

This position is a short-term project scheduled to end in March 2022. The usual hours of work are 35 hours per week however, the job requires a willingness to work flexible hours including possibly evenings and weekends.

The position is based at The Wharf, Sydney Theatre Company, Pier 4/5 Hickson Road, Walsh Bay.

### **2. Salary and Entitlements**

- Salary is dependent on skills and experience
- 4 weeks annual leave pro-rata
- 10.5% Superannuation
- Complimentary tickets to STC productions (subject to availability)

### **3. Application**

In order to make your application for this position, please forward your resume and a cover letter briefly demonstrating how your experience is applicable to this position as outlined in the criteria below. **Please note, applications which do not address the selection criteria will not be accepted.**

- Proven experience in successfully leading web projects of similar scale
- Exemplary project management skills including troubleshooting, problem solving, coordination of project resources, managing project budget and timeframes
- Strong stakeholder management skills
- Excellent relationship management and communication skills
- Excellent analytical and problem solving skills
- Good prioritisation skills and flexibility to adapt plans
- Strategic decision-making skills

- An ability to work under pressure and balance competing demands with tight deadlines
- Experience with API, web development and product development projects
- **Experience with REST APIs**
- **Experience working with Sitecore is highly desirable**
- **Familiarity with AGILE methodology is highly desirable**
- **Experience working with JIRA is highly desirable**
- **Experience working with Tessitura is highly desirable**

For a copy of the complete Job Pack including the full Job Description, please visit our website:  
<https://www.sydneytheatre.com.au/about/careers>

Please submit your application including your resume and cover letter to  
[recruitment@sydneytheatre.com.au](mailto:recruitment@sydneytheatre.com.au)

Closing date for applications is **9am Friday 23rd April 2021.**

*The Sydney Theatre Company encourages applications from Aboriginal and Torres Strait Islander people, people with a disability, mature age workers, people from diverse cultural and linguistic backgrounds and lesbian, gay, bisexual, transgender, intersex and queer (LGBTQI+) people.*

For a full copy of the Sydney Theatre Company's Cultural Representation Pledge, please visit our website: <https://www.sydneytheatre.com.au/about/stc-commitments/cultural-representation-pledge>

## Job Description

**Position title:** Web Project Manager (Contract to March 2022)

**Reports to:** Director of Administration and Finance

### Job overview

Reporting to the Director of Finance and Administration, the Web Project Manager is responsible for the effective project management and successful delivery of the **Web API project** for the Sydney Theatre Company.

With online ticket sales being STC's main revenue channel, this project is considered critical to STC's core operations and future success.

The Web API project involves the upgrade of the current API platform and migration of STC's ticketing website to a new CMS platform and is expected to be delivered by December 2021. The role is hands-on and requires exceptional project management skills in planning and leading the project through its various stages, whilst being an active participant in key phases. Extensive experience in project managing similar scale projects is essential, with experience in Tessitura preferred. The role will interact with a broad range of stakeholders from senior leadership to key operational teams, a project control group and an external web developer and IT consultant. The role will direct key IT resources during the project to deliver key milestones and testing. The role requires strong communication and organisational skills in order to navigate key milestones effectively, as well as ensuring all relevant stakeholders are actively informed of progress and delivery.

## **Key Responsibilities**

### **Web Project Management**

Lead project planning from initial project set up to successful delivery, including:

- Proactively manage the scope and associated timelines of the project in consultation with the Project Control Group
- Set and agree key milestones with the Project Control Group and the external Web development partner and actively monitor and report on progress
- Deliver detailed project plans, timelines and deliverables and ensure they are clear and understood by relevant stakeholders and key teams.
- Actively manage key risks of the projects via a risk management framework and present and deploy mitigation strategies (where needed).
- Develop and deliver milestone and deliverable testing and acceptance plans. Participate in active testing and manage outcomes with external web developer.
- Ensure all requirements, test plans and results are extensively detailed in project documentation.
- Prioritise test delivery with focus on tight deadlines. This involves working within 'sprints' and reviewing/testing in fortnightly cycles, as well as quality assurance testing.
- Direct and lead specialist IT resources towards successful delivery of the project by ensuring key functionality is reviewed, tested and (where relevant) de-bugged before being rolled out to relevant testing teams.
- Provide weekly project overview reporting on project status and risks and lead regular project control group meetings
- Partner with an external web development provider to deliver a cutover plan including SEO and content migration
- Work closely with internal digital team to ensure that CMS functionality meets business requirements

### **Stakeholder Management and communication**

- Develop deep understanding of STC business imperatives, priorities and challenges to ensure effective communication with key stakeholders and external developers.
- Lead the Web Project Control Group including the scheduling of regular meetings, issuing of agendas, tracking progress and action items and advising group of key risks and how they will be managed.
- Lead regular stakeholder communications to ensure key groups are engaged and up-to-date with project progress and key milestones.
- Troubleshoot and problem solve internal issues and concerns to ensure key stakeholders remain engaged and functionality is delivered fit for purpose.
- Initiate regular meetings with web development partner and IT consultant to ensure clear expectations are in place and effective delivery of milestones is achieved
- Drive innovation to enable creative solutions and continuous improvement on product development. This includes understanding internal stakeholder skills and the ability to effectively test integration with Tessitura, Google, AdWords and other STC website features

**Project Administration**

- Lead the coordination of resources to ensure effective project progress. Anticipate issues with resource availability and build contingencies where needed for testing or other important functionality
- Ensure all relevant project and IT documentation is completed and kept up-to-date within each 'sprint', including but not limited to test plans, test results, build and key feature documentation.
- Ensure strong financial management of the project budget is maintained at all times with a focus on mitigating any potential cost overruns.
- Deliver a final report upon project completion detailing core functionality and customisation detail to ensure successful knowledge transfer of core system specifications.

**Work Health and Safety**

For the purposes of the Work Health and Safety Act and Regulations the Web Project Manager must ensure so far as reasonably practicable the health and safety of his/her team including but not limited to:

- hazards in the working environment are either eliminated or controlled so far as is reasonably practicable
  - all employees are adequately informed of hazards and potential hazards and how to deal with them
  - Provide information, instruction, training and supervision as may be necessary to ensure employees' health and safety at work.
  - Consult with workers and their representatives on work health and safety matters
  - Lead injury management matters for injured or ill employees as required by legislation. Work closely with and the Sydney Theatre Company's Return to Work Coordinator and employees to ensure STC's
  - Policy and Return to Work Program are upheld.
- Works in a safe manner and follows procedures introduced for his/her protection  
Reports any unsafe work practices or conditions according to Sydney Theatre Company reporting procedures

**Environmental Sustainability**

To support the Company's vision of becoming the world's most sustainable theatre company, the Web Project Manager must ensure that they:

- takes reasonable steps towards minimising the environmental impact of their role and that of the Company;
- works in an environmentally responsible manner and follows procedures introduced to this end;
- participates in any training or education necessary to enable them to work sustainably including familiarisation with the Company's various green policies;
- brings to the attention of the internal Green Team any situations or practices that could be improved in relation to environmental performance; and
- Proactively partners with Sydney Theatre Company in its efforts to be a leader in environmental sustainability.

**Other information**

Key relationships	Capabilities and competencies
<ul style="list-style-type: none"> <li>● IT Department</li> <li>● Director of Administration and Finance</li> <li>● Marketing and Box Office</li> <li>● Tessitura network</li> <li>● External Web developer</li> <li>● External IT consultant (Project Assurance)</li> <li>● Web Project Control Group</li> <li>● End users</li> </ul>	<ul style="list-style-type: none"> <li>● Proven experience in successfully leading web projects of similar scale</li> <li>● Exemplary project management skills including troubleshooting, problem solving, coordination of project resources, managing project budget and timeframes</li> <li>● Strong stakeholder management skills</li> <li>● Excellent relationship management and communication skills</li> <li>● Excellent analytical and problem solving skills</li> <li>● Good prioritisation skills and flexibility to adapt plans</li> <li>● Strategic decision-making skills</li> <li>● An ability to work under pressure and balance competing demands with tight deadlines</li> <li>● Experience with API, web development and product development projects</li> <li>● <b>Experience with REST APIs</b></li> <li>● <b>Experience working with Sitecore is highly desirable</b></li> <li>● <b>Familiarity with AGILE methodology is highly desirable</b></li> <li>● <b>Experience working with JIRA is highly desirable</b></li> <li>● <b>Experience working with Tessitura is highly desirable</b></li> </ul>

This job description describes the broad scope of the role and is not an exhaustive list. It may also change from time to time with due consultation to meet the changing needs of the business.