

Roles and Responsibilities of Project Manager

Roles and Responsibilities

Purpose

The Project Manager is responsible for the successful leadership and management of the projects according to the strategic direction set by the CEO in consultation with Board of Trustees.

Leadership

- Participate with the Board of Trustees in developing a vision and strategic plan to guide the organization
- Identify, assess, and inform the CEO of internal and external issues that affect the projects
- Foster and nurture effective team work between the staffs.
- Act as a spokesperson for the organization in the absence of CEO.
- Conduct official correspondence on behalf of the Organization pertaining to projects as appropriate with cc to Chief Executive Officer
- Represent the organization at community activities to enhance the organization's community profile

Operational planning and management

- Develop an operational plan which incorporates goals and objectives that work towards the strategic direction of the organization
- Ensure that the operation of the organization meets the expectations of its clients, Board and Funders
- Oversee the efficient and effective day-to-day operation of the projects
- Supporting CEO in drafting policies for the approval of the Board and assist to prepare procedures to implement the organizational policies; review existing policies on an annual basis and recommend changes to the Board as appropriate
- Supporting HR to ensure that personnel, client, donor and volunteer files are securely stored and privacy/confidentiality is maintained
- Provide support to the CEO by preparing meeting agenda and supporting materials

Program planning and management

- Oversee the planning, implementation and monitoring of the projects.
- Ensure that the programs and services offered by the organization contribute to the organization's mission and reflect the priorities of the Board
- Monitor the day-to-day delivery of the programs and services of the organization to maintain or improve quality

Human resources planning and management

- Supporting CEO in finding staffing requirements for projects
- Supporting the implementation of the human resources policies, procedures and practices including the development of job description for all staff
- Maintaining a positive, healthy and safe work environment in accordance with all appropriate legislation and regulations
- Supporting the CEO to Recruit, interview and select staff that have the right technical and personal abilities to help further the organization's mission.
- Ensure that all staff receives an orientation about the organization and their respective projects and that appropriate training is also provided
- Supporting CEO in implementing a performance management process for all staff which includes monitoring the performance of staff on an on-going basis and conducting an annual performance review
- Coach and mentor staff as appropriate to improve performance

Financial planning and management

- Work with staff and the CEO to prepare a comprehensive budget
- Work with the CEO to secure adequate funding for the operation of the organization
- Research funding sources, oversee the development of fund raising plans and write funding proposals to increase the funds of the organization
- Participate in fundraising activities as appropriate
- Approve expenditures within the authority delegated by the CEO
- Ensure that sound bookkeeping and accounting procedures of the projects are followed
- Administer the funds of the projects according to the approved budget and monitor the monthly cash flow of the projects.

- Provide the CEO with comprehensive, regular reports on the revenues and expenditure of the projects.

Community relations/advocacy

- Communicate with stakeholders to keep them informed of the work of the organization and to identify changes in the community served by the organization
- Establish good working relationships and collaborative arrangements with community groups, funders, politicians, and other organizations to help achieve the goals of the organization

Risk management

- Identify and evaluate the risks to the organization's people (clients, staff, management, volunteers), property, finances, goodwill, and image and implement measures to control risks
- Supporting the CEO to carry appropriate and adequate insurance coverage

Knowledge, skills and abilities

- Knowledge of leadership and management principles as they relate to non-profit/ voluntary organizations
- Knowledge of all state and central legislation applicable to voluntary sector organizations including: employment standards, human rights, Child safe guarding policy, occupational health and safety, charities, taxation, health coverage etc...
- Knowledge of current community challenges and opportunities relating to the mission of the organization
- Knowledge of human resources management
- Knowledge of financial management
- Knowledge of project management

Personal characteristics

The project manager should demonstrate competence in some or all of the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.

- **Behave Ethically:** Understand ethical behaviour and business practices, and ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with the values of the organization.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- **Lead:** Positively influence others to achieve results that are in the best interest of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions in consultation with CEO which are timely and in the best interests of the organization.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities
- **Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Think Strategically:** Assesses options and actions based on trends and conditions in the environment, and the vision and values of the organization.

Working Conditions

- Project Manager usually work in an office environment, but the mission of the organization may sometimes take them to non standard workplaces.
- Project Manager work a standard work week, but additionally will often work evening, weekends, and overtime hours to accommodate emergency activities.