

UW HEALTH JOB DESCRIPTION

Senior Project Manager, System Project Management Office (SPMO)

Job Code: 300019	FLSA Status: Exempt	Mgt. Approval: M. Kleba-Buiser	Date: November 2022
Department: System Project Management Office		HR Approval: B. Haak	Date: November 2022

JOB SUMMARY

The Senior Project Manager, System Project Management Office (SPMO) will apply advanced level skill in leadership and management of high-priority strategic, system transformational, or major/complex foundational and operational projects for the UW Health System. The Senior Project Manager is responsible for coordination of the overall portfolio and/or program of related work including all workstreams and related projects within the largest, most complex, highest risk, and highly sensitive initiatives. The Senior Project Manager provides leadership without direct authority to teams across multiple departments and organizations. This individual also manages and facilitates cross-functional groups, supervises external consultants, and delegates to project managers and support staff to ensure timely completion of deliverables. The Senior Project Manager prioritizes work within the portfolio, manages project interdependencies, and works with oversight committees to remove barriers and ensure that overall goals are achieved.

The Senior Project Manager works autonomously to drive results, implement changes, and track the impacts of project work. The Senior Project Manager possesses the ability to provide structure to highly complex, high risk, undefined work with significant interdependencies. The Senior Project Manager is responsible for assembling project teams, identifying key stakeholders, managing program risks, and tracking action items, issues, and key decisions throughout the project lifecycle. The individual partners with the strategic leadership team, senior executives, operational leaders, and physicians to develop system roadmaps and programs to support organizational goals and resolve issues and barriers. This is a highly visible position within the organization, requiring the greatest degree of professionalism, emotional intelligence, political understanding, and health care business acumen. The Senior Project Manager is a highly valued organizational asset and represents a respected leadership position. The System Project Management Office supports all UW Health leaders and partners across the UW Health System. The Senior Project Manager may be assigned to support a particular team within UW Health or support a variety of teams on an as needed basis.

The Senior Project Manager leads development and improvement of project management standards and processes within the SPMO and across the organization. The Senior Project Manager leads process improvement projects within the SPMO. This position is also responsible for teaching project management skills and best practices for use of project management tools to a range of leaders, in addition to providing mentorship and guidance to other project managers.

MAJOR RESPONSIBILITIES

Portfolio, Program, and Project Management

1. Oversee and maintain programs and/or a portfolio of concurrent projects with many cross-functional integration points.
2. Drive all phases of implementation including initiation, planning, execution, monitoring/controlling, and transition/project closeout.
3. Define and develop complex project plans with multiple work streams and prioritize associated tasks.
4. Utilize project management tools and principles to drive leadership teams towards achieving specified milestones, appropriately escalating barriers affecting the initiative timeline, scope, budget and resources, or quality of outcome.
5. Anticipate and identify issues and risks, including resource constraints, to the initiative timeline, scope, budget, and goals. Develop solutions or alternative options for review with input from subject matter experts, as needed.
6. Act as a liaison between the project team and applicable departments to ensure project deliverables are completed on time and with high quality.
7. Proactively manage changes in project scope, identify potential project obstacles, and devise contingency plans.
8. Set up teams for continued success during periods of project transition.
9. Translate initiative goals into outcome-oriented project plans, including but not limited to performance metrics, risk management plans, and communication plans.
10. Establish rapport and team member engagement by modeling a positive team environment / culture of safety, shared goals, and utilizing creative problem-solving and negotiation to reach common ground when necessary.
11. Demonstrate ability to navigate ambiguous situations and achieve clarity.
12. Understand the long-term vision of the business and the business goals in order to incorporate those needs into the project solution.

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Communication

1. Plan and facilitate meetings, retreats, and other organized discussions to enable leadership teams to prioritize and organize large portfolios and programs of work into achievable roadmaps and goals.
2. Develop and deliver status reports, proposals, requirements, documentation, and presentations in both formal and informal settings to project workgroups, senior leadership, and other key stakeholders routinely throughout the project lifecycle to enable informed decision-making and common understanding of value.
3. Interact with executives and C-suite individuals. Become a thought partner on projects and develop trusted relationships with internal and external stakeholders.

Facilitation

1. Efficiently plan and facilitate meetings of varied participants using standard meeting management tools and techniques.
2. Effectively choose tools for each unique situation and adapt to team needs.
3. Manage and facilitate complex decision-making processes with multiple stakeholders to reach appropriate consensus.
4. Facilitate effective and sustainable transitions to process/product/operational owners upon project completion.
5. Consult with all levels of leadership, make recommendations, and influence decisions.

Project Management Education

1. Provide education on project management processes and tools to the UW Health community. Inform development of project management education materials based on experience and professional expertise.
2. Provide project management mentorship to other project managers and leaders across the organization.
3. Mentor and coach other project managers on project management tools, techniques, and soft skills that enhance project management proficiency.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business Administration, Healthcare Administration, Industrial Engineering, or relevant field. Four (4) years of relevant project management experience may be considered in lieu of degree, in addition to the experience below.
	Preferred	Master's degree in Business Administration, Economics, Healthcare Administration, Project Management, Public Health, Industrial Engineering, Organizational Development, Health Systems Engineering, or related field strongly preferred.
Work Experience	Minimum	Five (5) years demonstrated success in managing complex projects and portfolios Demonstrated success managing enterprise-wide, cross-functional projects Demonstrated success working with executive leadership
	Preferred	<ul style="list-style-type: none"> • Work experience in a healthcare setting or other large, complex organization • Lean Six Sigma experience
Licenses & Certifications	Minimum	PMP, PgMP, or PMI-ACP (or the ability to complete within six (6) months of employment) Graduate certification or Master's degree in project management may be considered in lieu of certification
	Preferred	Lean Six Sigma certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Advanced ability to create work break down structure diagrams, risk management plans, stakeholder analyses, communication plans, and complex project plans • Advanced ability to transform complex concepts into visuals and presentations for stakeholders to understand • Business acumen with advanced level of understanding of systems and processes • Hands-on, assertive, and proactive management in order to meet timelines • Credible, articulate, and authoritative with expert ability to influence with impact throughout the organization • Ability to work autonomously in a complex and ever-changing environment • Ability to quickly assimilate information, assess, and act upon new concepts, trends, and initiatives • Excellent interpersonal and communication skills with the ability to interact effectively with internal and external stakeholders, including C-suite executives • Independent and critical thinker who can translate abstract concepts into actions that move the business forward • Excellent troubleshooting and escalation skills, with the ability to work under pressure and tight deadlines

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	<ul style="list-style-type: none"> • Ability to build strong teams and effective relationships, and provide leadership to a variety of stakeholder groups, without having direct authority • Meticulous attention to detail and a desire to produce high quality work • Advanced change management skills and a high level of emotional intelligence and integrity • Advanced facilitation skills including meeting and retreat preparation and management • Comfortable exercising judgement using advanced analytical and problem-solving skills in range of situations from ambiguous to well-defined • Ability to maintain a high level of confidentiality • Ability to adapt to frequent changes in duties and volume of work • Advanced analytical ability to develop and assess options, recommend solutions, and solve complex problems and issues • Advanced ability to apply systems thinking, identify interdependencies and implications of change across bodies of work, and generate alignment between related initiatives and stakeholders • Advanced ability to navigate and facilitate crucial/difficult conversations in a productive and respectful manner • Oversee work of contracted project managers and ensure adherence to UW Health PM standards and expectations
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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.