

<b>Position:</b>	<b>Project Support Officer</b>
<b>Agreement:</b>	Surf Coast Shire Council Enterprise Agreement 2022 – 2025
<b>Award Classification:</b>	Band 5
<b>Division:</b>	Strategy and Effectiveness
<b>Department:</b>	Strategy and Program Delivery
<b>Team:</b>	Program Management Office
<b>Date Reviewed:</b>	November 2024
<b>Approved By:</b>	General Manager
<b>Current Incumbent:</b>	<b>VACANT</b>

Surf Coast Shire Council Acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the land we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community.

## **Our purpose, direction and approach were developed collaboratively by our people for our people.**

As an employee of the Surf Coast Shire Council you are committing to work towards our purpose within our team by following our direction and living our approach.

### **Purpose, Direction and Approach**

Council is committed to helping our community and environment to thrive. In order to do this we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

#### ***We Do What We Say***

- We set clear expectations
- We are accountable for our actions
- We get things done

#### ***We See Opportunity***

- We look for better ways
- We are open minded
- We learn from our experiences

#### ***We Work Together***

- We value strengths and differences
- We seek to work with others
- We help people to succeed

#### ***We Make a Difference***

- We proudly represent Surf Coast Shire Council
- We act with the future in mind
- We go the extra mile

## **Project Support Officer Position description**

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The Program Management Office (PMO) is part of the Strategy and Program Delivery Department. The PMO is responsible for supporting the organisation to deliver the program of projects with a consistent approach guided by the Project Delivery Framework, and with a team of project managers. The Project Support Officer primarily assists priority projects and overall delivery of the program of projects however may also assist to deliver initiatives for other functions of the department from time-to-time.

### **POSITION OBJECTIVES**

- Assist project managers to deliver elements of project work as assigned by Coordinator Project Management, to assist projects to progress at an effective pace and enable project managers to focus their effort on higher risk and complexity elements of project work. This will primarily be support to dedicated project managers in the PMO however may include unit project managers in other departments if there is a priority project task.
- Assist to deliver quality stakeholder and communications activities (internal and external) to coordinate and share information to support quality and pace of project delivery.
- Assist to monitor and report on completion of high priority and essential project management tasks for all project managers to maintain and improve quality and pace of project delivery.
- Assist with activities to transition to, embed, maintain, extract reports and achieve benefits of the Project Management System.
- Assist with program planning and delivery governance processes as needed.

### **ORGANISATIONAL RELATIONSHIPS**

Reports to: Coordinator Project Management

Supervises: Not applicable

Internal Relationships: All employees and Councillors

External Relationships: Project stakeholders

### **KEY RESPONSIBILITIES**

- Project meeting support – such as scheduling, agendas, minutes, follow-up task completion.
- Project communications support – such as issues alerts, officer updates, mail-outs, advertisements, website content updates, media releases, acknowledgment signage design and installation.
- Project stakeholder and issues support – such as research and coordination of information.
- Project customer request and complaints support – such as acknowledgments, research, monitoring and timely completion.
- Project events support – such as training and community of practice events, special events such as project announcements, commencement and completion, key stakeholder site inspections and visits.
- Project start-up and close-out support - TRIM file requests, such as photographic records, obtaining supplier records, elements of asset handover and asset activation, financial close-out, lessons learned register.
- Project grants management support – such as milestone reporting, identifying and planning key stakeholder project milestone acknowledgement opportunities, grant acquittals.
- Project Management System support – including activities to transition to, embed, maintain, extract reports and achieve benefits of the Project Management System.
- General support to the Coordinator Project Management, and when required, the Senior Project Manager Program Performance Reporting for routine tasks and special initiatives, including assisting with monitoring, following up and reporting on high priority and essential project management tasks for all project managers.
- Other activities in the Department – such as assisting the Manager Strategy and Program Delivery with Program planning and delivery governance activities, and special initiatives support to Senior Contracts Manager, Business Improvement Officer, Corporate Strategy and Benefits Realisation Officer.
- This role may require occasional work outside regular office hours including weekday evenings and weekends to support project meetings and activities that are scheduled to suit stakeholders.

### **OUR APPROACH**

*We do what we say We work together We see opportunity We make a difference*

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### **ACCOUNTABILITY & EXTENT OF AUTHORITY**

- Be responsible for timely, accurate and efficient production of correspondence and reports.
- Be accountable for the confidentiality of all information within the control of the position in accordance with Surf Coast Shire practice and relevant legislation.
- Be accountable for establishing and maintaining accurate, efficient and effective administrative and technical systems.
- Accountable for providing accurate information to customers, senior management and other staff.

### **JUDGEMENT AND DECISION MAKING**

- Show an innovative approach in all aspects of the position.
- Make decisions concerning routine and defined administration and technical functions.
- Effectively prioritise own time.
- Problem solving using existing guidelines and professional knowledge/experience with advice always available.

### **SPECIALIST SKILLS AND KNOWLEDGE**

- High standard of organisational skills.
- Knowledge of project management processes and procedures.
- Excellent communication skills.
- Ability to develop and implement administration systems.
- Ability to manage own time to achieve targets within a set timetable.

### **MANAGEMENT SKILLS**

- Ability to effectively plan, organise and manage own time to achieve targets within a set timetable.
- Ability to work under pressure and meet deadlines.
- Ability to oversee the effective operation of the office.

### **INTERPERSONAL SKILLS**

- Well-developed oral and written communication skills.
- Ability to establish rapport with customers, including all levels of Council staff and members of the public and the ability to work collaboratively with others.
- Ability to manage conflicting priorities.
- Focus on customer service goals.
- Flexibility and willingness to display teamwork.
- Ability to work with minimal supervision and show initiative.
- Ability to write reports and routine correspondence.

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## **KEY SELECTION CRITERIA**

### **Qualifications and Experience**

- At least 2 years' experience in a similar project support officer or technical officer role.
- Certificate in Project Management or Business Administration or similar relevant qualification.
- Basic financial and purchasing knowledge e.g. procurement principles, purchase orders and invoicing.
- Some knowledge of local government.

### **Other requirements**

- You have the Right to live and work in Australia.
- A current Working with Children Check (WWCC). All positions within Council are required to have a current WWCC. All prospective employees cannot commence work with Council until they have a valid WWCC.
- Police Check results that are suitable for this position. All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council.

**ORGANISATIONAL RESPONSIBILITIES**

<b>Child Safe Standards</b>	Surf Coast Shire Council is committed to being a Child Safe Organisation where children and young people are protected, respected, and encouraged to reach their full potential. The Victorian Child Safe Standards are embedded across the organisation, our policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005.
<b>Equal Opportunity</b>	Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, gender, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.
<b>Fraud and Corruption</b>	To ensure Council's Fraud & Corruption policy and program are consistently observed and complied with, it is essential to apply sound fraud and corruption management practices within the workplace and community. Maintaining awareness through relevant training is crucial for all staff to meet their obligations and responsibilities related to fraud and corruption. Participation in the organisation's Fraud & Corruption training is a requirement to uphold these standards.
<b>Record Keeping</b>	Staff are required by legislation and internal policies to create full and accurate records that document official business activities of council.
<b>Right to disconnect</b>	In accordance with the new Australian right to disconnect legislation, this role acknowledges the importance of work-life balance and the employee's right to disconnect from work outside of regular working hours. However, and in addition to any obligations listed above, there may be occasional requirements to be available to take calls after hours or on weekends to address urgent matters or critical issues that arise.
<b>Risk Management and Workplace Health &amp; Safety</b>	Ensure that work practices are conducted in line with Council's Workplace Health and Safety and Risk management policies, practices and relevant legislation. Observe safe work processes in accordance with training and instruction reporting any risks, hazards and incidents in a timely manner using the correct channels of communication.

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guide.