

Operational Services Support Officer (Project Management Office – PMO)

Directorate	City Assets
Business Unit	Project Management Office (PMO)
Location	Five Dock Depot
Classification/Grade/Band	Grade 7
Position Code	TBC
Date position description approved	April 2024

Council overview

The City of Canada Bay is an active and vibrant city that captures the energy, diversity, pride and potential of its community.

Primary purpose of the position

- Assist and support the smooth operation of the Project Management Office (PMO) team taking direction from the Manager, PMO.
- Assist and support Depot-based teams including Open Space, Roads & Traffic, Building Services & Fleet, & Strategic Assets Services & Innovation (SASI) from time to time, as required by the Coordinator, Operational Services Support and in consultation with the Manager, PMO.
- Provide effective coordination and delivery of business services including application processing, work order generation, supplier payment processing and follow up, document management and records, customer service, correspondence, data compilation, purchasing, information technology needs, workflows and other support services as required.
- Support the Depot with general support, including but not limited to stationery and consumables orders and organisation of social events.
- Assist Council in optimising the operation of the TechOne System, supporting change and embedding new business process.
- Assist and support in the development of operating procedures and communication material concerning the PMO, the wider City Assets teams including the CSA Depot operations teams from time-to-time and as required.

Key accountabilities

Technical/Operational

- Manage ECM tasks, CI Anywhere and Tech1 Property & Rating entries, email and telephone enquiries.
- Provide service and support in relation to operations, which includes extracting data, creating quotes, purchase orders and work orders.
- Enter, monitor and report on internal maintenance requests in to Council's Request Management (CRM) system.
- Interface with the Customer Services Centre and Depot staff to ensure enquiries are dealt with in a timely and appropriate manner via telephone and email.

- Assist management in the description, articulation and implementation of continuous workplace practice and system improvement.
- Maintain administration procedures/logs/spreadsheets.
- Draft correspondence, reports, memos, meeting minutes and agendas.
- Maintain accounts and procurement procedures, including petty cash, purchase orders, work orders and payment requisitions.
- Assist the Manager or the Coordinator in the day-to-day operation of the team, contributing to the development of team goals and priorities and to the enhancement team performance.
- Contribute to the implementation & operation of Council's WH&S policies, procedures & risk management strategies in the workplace.
- Assist in the preparation of marketing material, website and intranet content concerning the team.

Management & Leadership

- Promote a positive image of Council through efficient and effective customer service and a proactive and cooperative approach with all staff.
- Assist the Department in reporting on customer service and budget management, including the tracking of finances and compliance with financial reporting requirements.

Financial

- Nil

Communication, Consultation & Engagement

- Establish and maintain positive working relationships and open communication channels with other business teams within Council to deliver outcomes.
- Exercise initiative and judgment in following up or redirecting matters when the Manager or the Coordinator is unavailable to ensure that time frames and targets are met.
- Design and implement new operational support procedures/practices (where required) with other staff, the Coordinator, Managers and the Director.
- Develop and implement a high standard of service to the community, which is founded on a helpful, courteous and equitable approach.

General

- To comply with the operational responsibilities unique to the position as outlined.
- Collaborate and communicate with Divisional staff and others within the organisation to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency.
- Proactively support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to identify process, policy and operational improvements.
- Maintain a commitment to workplace safety, risk mitigation and EEO, acting to rectify where necessary.
- Support a respectful and positive workplace environment by complying with the Workplace Behaviour Standards and Expectations Policy and responsibilities identified in section 2 of the Schedule of Operational Responsibilities.
- Carry out additional tasks within your skill set as assigned by your Manager.

Position/Department Structure

This position reports to the Coordinator, Operational Services Support.

Key internal relationships

Who	Why
This position is a key point of communication within Council's Department's area of responsibilities.	<p>Identify and pursue opportunities for collaboration and efficient services and practices.</p> <p>Engage Departmental stakeholders as appropriate when undertaking activities to ensure a consistent, fair and compliant approach to services offered.</p>

Key external relationships

Who	Why
This position is a key point of communication with external organisations.	Foster and strengthen effective linkages with external stakeholders including the community and contractors for efficient customer service. This contact is made to advise on and coordinate operational activities.

Key dimensions

Decision making	<p>The position drafts documents and plans and approves expenditure within their delegated authority. All work which is outside the role's delegations must be approved formally by the Coordinator/Manager.</p> <p>The position makes routine decisions based on past practice in implementing activities and initiatives.</p> <p>Matters that have a significant long-term effect on Council will be discussed with the Coordinator/Manager.</p> <p>Expenditure that is outside budget requires the approval of the Manager.</p>
Reports to	Coordinator, Operational Services Support
Direct reports	nil
Financial Delegation	Per Delegations Register

Essential Requirements

- Relevant education with Certificate III in Business or equivalent OR previous experience in similar position.
- Experience in the provision of business support, including administration, information systems, and purchasing.
- Strong interpersonal skills with the ability to communicate effectively with people, both verbally and in writing, including the ability to negotiate towards a mutually agreeable outcome.
- Strong organisational and customer service skills.
- High degree of computer literacy together with qualifications and/or extensive knowledge of computer software particularly Microsoft products; Word, Excel and Project.
- Demonstrated ability in procurement, and tracking financial expenditure.
- Proven ability to manage multiple projects simultaneously and coordinate input from multiple sources to achieve project outcomes.
- Ability to work independently and as part of a team as required.
- Current 'C Class' Driver's Licence.

Desirable





- Experience working in local government.
- Sound working knowledge of TechnologyOne software.
- Demonstrated ability to guide and train staff in the application of business systems.

Capabilities for the role


The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

Local Government Capability Framework

Capability Group	Capability Name	Level
 Personal attributes	Manage Self Shows drive and motivation, an awareness of strengths and weaknesses, and is committed to learning	Adept
	Display Resilience and Adaptability Expresses own views, perseveres through challenges, and is flexible and willing to change	Intermediate
	Act with Integrity Is honest, ethical and professional, and prepared to speak up for what is right	Intermediate
	Demonstrate Accountability Takes responsibility for own actions, commits to safety, and acts in line with legislation and policy	Intermediate
 Relationships	Communicate and Engage Communicates clearly and respectfully, listens, and encourages input from others	Intermediate
	Community and Customer Focus Commits to delivering customer and community focused services in line with strategic objectives	Intermediate
	Work Collaboratively Is respectful, inclusive and a reliable team member, collaborates with others, and values diversity	Intermediate
	Influence and Negotiate Persuades and gains commitment from others, and resolves issues and conflicts	Intermediate
 Results	Plan and Prioritise Plans and organises work in line with organisational goals, and adjusts to changing priorities	Intermediate
	Think and Solve Problems Thinks, analyses and considers the broader context to develop practical solutions	Intermediate
	Create and Innovate Encourages and suggests new ideas and shows commitment to improving services and ways of working	Intermediate
	Deliver Results Achieves results through efficient use of resources and a commitment to quality outcomes	Adept
 Resources	Finance Is a responsible custodian of Council funds and applies processes in line with legislation and policy	Intermediate
	Assets and Tools Uses, allocates and maintains work tools appropriately and manages community assets responsibly	Intermediate
	Technology and Information Uses technology and information to maximise efficiency and effectiveness	Intermediate
	Procurement and Contracts Understands and applies procurement processes to ensure effective purchasing and contract performance	Intermediate

Local Government Capability Framework

Capability Group	Capability Name	Level
 <p>Workforce Leadership</p>	Manage and Develop People Engages and motivates staff, develops capability and potential in others	Intermediate
	Inspire Direction and Purpose Communicates organisational goals, priorities and vision and recognises achievements	Intermediate
	Optimise Workforce Contribution Hires and deploys people effectively and applies sound workforce planning principles	Intermediate
	Lead and Manage Change Initiates, supports and champions change, assists others to accept and engage with change	Intermediate

Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships Communicate & Engage	Intermediate	<ul style="list-style-type: none"> • Focuses on key points and communicates in 'Plain English' • Clearly explains and presents ideas and technical information • Monitors own and others' non-verbal cues and adapts where necessary • Listens to others when they are speaking and asks appropriate, respectful questions • Shows sensitivity in adapting communication content and style for diverse audiences
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Takes responsibility for the quality and timeliness of the team's work products • Ensures team understands goals and expectations • Shares the broader context for projects and tasks with the team • Identifies resource needs, including team, budget, information and tools • Allocates responsibilities and resources appropriately • Gives team members appropriate flexibility to decide how to get the job done

Local Government Capability Framework

Group and Capability	Level	Behavioural Indicators
Resources Technology and Information	Intermediate	<ul style="list-style-type: none"> • Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness
Workforce Leadership Lead and Manage Change	Intermediate	<ul style="list-style-type: none"> • Promotes change initiatives and helps the team to understand the purpose and benefits • Provides guidance and support through change processes • Initiates improvements to work systems, processes and practices in consultation with team members • Ensures work procedures support changes • Identifies potential barriers to change and takes steps to address them

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

A worker's responsibilities include, but are not limited to:

- Taking reasonable care for his/her own health and safety.
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- Reporting all incidents, hazards and near misses to their direct supervisor.
- Actively participating in injury management and rehabilitation programs.
- Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- Attending all specified training and induction courses.
- Contributing to workplace practice and procedure reviews.
- Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- Participating in workplace inspections.
- Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

1.2. Coordinator/Supervisor

In addition to the responsibilities of a worker, a Coordinator's/Supervisor's responsibilities also include, but are not limited to:

- Providing advice to the Manager on WHS issues.
- Organise prompt provision of first aid or medical attention for injured workers when required.
- Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- Providing alternative duties/employment for injured workers as an integral part of the return to work process.
- Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.
- Including safety training and equipment in budgets.

- Ensuring the staff under your area of responsibility hold and maintain all tickets, licences, operative training etc required for their job by legislation or through the organisation's policy/procedures, and ensure a record of certification is maintained.
- Ensuring all workers have attended relevant induction and essential safety courses.
- Monitoring the use of Personal Protective Equipment (PPE) in accordance with Council's policies.
- Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.
- Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- Maintaining awareness of legislation which regulates activities you are responsible for.
- Advising managers of any person who is not engaging or complying with safe work practices or the organisation's policies and procedures.
- Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- Ensuring workers are supervised by a competent person.
- Ensuring amenities are maintained in a safe and healthy condition at all times.

1.3. Manager

In addition to the responsibilities of a worker, this position is also responsible, as a Manager, for:

- Advising the Executive of WHS issues.
- Organise prompt provision of first aid or medical attention for injured workers when required.
- Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- Providing alternative duties/employment for injured workers as an integral part of the return to work process.
- Ensuring all workers attend appropriate induction courses/programs and that all such training is fully documented.
- The inclusion of health and safety requirements, including safety training and equipment in budgets.
- Performing the required workplace inspections and audits as per the City of Canada Bay's policies, and ensuring required remedial action is completed and recorded.
- Ensuring that all equipment purchased meets the City of Canada Bay's WHS requirements and is maintained and inspected in accordance with designers, manufacturers and suppliers, recommendations or Council's policies and procedures.
- Performing on the job inspections to ensure compliance with working procedures for safe working practices.
- Ensuring all Job Plans and Position Specifications include responsibilities under the City of Canada Bay's WHS policy.
- Ensuring safe work method statements are developed and implemented in consultation with relevant personnel for tasks that are identified as high risk tasks.
- Effective procedures are in place, and are implemented, to identify hazards.
- All required work activities have a corresponding Safe Work Method Statement (SWMS) which are provided to workers and PCBU's undertaking the work activity.

- Programs are in place for issue, use and maintenance of Personal Protective Equipment (PPE).
- Appropriate amenities are available for all workers and PCBUs whilst they are in the workplace.
- That documents used in relation to the WHS Risk Management System are retained in a secure environment.

2. Workplace Behaviour Standards and Expectations

2.1. Employees' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy employees are responsible for:
- Embracing diversity and supporting inclusive workplaces
- Recognising different styles and perspectives
- Contributing to open communication and information sharing
- Taking seriously any incidents of bullying or harassment for themselves and other employees and reporting them promptly

In addition to the responsibilities of an employee, this position is also responsible, as a Manager, for:

2.2. Managers' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy managers are responsible for: promoting open communication, sharing information
- Not diminishing or seeking to excuse reported instances of harassment or bullying
- Providing constructive, regular, reasonable performance guidance
- Embracing diversity and supporting an inclusive workplace
- Recognising and appreciating different working styles and perspectives
- Allocating duties fairly, setting clear expectations and realistic deadlines
- Monitoring potential for and acting promptly on, bullying or harassing behaviour

2.3. Child Safe Organisation

- The City of Canada Bay is a Child Safe Organisation that recognises and advocates for the rights of Children and Young People. We aim to reduce the likelihood of harm to children, to increase the likelihood of identifying and reporting harm and respond appropriately to disclosures, allegations or suspicions of harm.

3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

or

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually

which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

7. Delegations

Delegations for the position are listed in the Register of Delegations and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organisation Values

Value	Value Statements
We act with integrity	We are accountable to ourselves and our community. We are honest, fair and ethical in all we do. We are clear and transparent in our actions. We do what we say we will.
We empower our people	We invest in our people and build leaders. We encourage our people to be decision makers and to take action. We take ownership of our actions. We are approachable and lead by example.
We are respectful	We listen to each other with an open mind. We build relationships on mutual respect. We are open, honest and constructive in our communication. We are inclusive and embrace diversity. We will respond to our community in a timely and responsible manner.
We work together	We care about each other and about our community. We are committed to building and maintaining a safe environment for our people. We support our people to perform at their best and celebrate achievements. We collaborate to get the best out of each other. We work with our community to build a better future.
We innovate	We encourage and value ideas that will improve services for our community. We are creative problem solvers and are committed to creative thinking. We will be better tomorrow than we are today, building on past success. We continuously improve and challenge ourselves to deliver better outcomes.