

Role Description

Project Officer



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| Title | Project Officer |
| Classification/Grade/Band | Band 2 Level 3 |
| Group/Unit/Section | Roads Transport Drainage and Waste/Roads Maintenance and Asset Evaluation/Program Delivery |
| Reports to | Section Manager Program Delivery |

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Project Officer is responsible for assistance in the planning and operation of linemarking, guardrail and other minor contract works that support maintenance service delivery within the Central Coast region, through the effective management of contracts in accordance with specified quality, cost and agreed timeframes.

The position of Project Officer is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Plan and coordinate programs to ensure the effective and efficient utilisation of staff, contractors and resources to achieve high quality, cost effective outcomes, including delivery of project feasibility, estimates and investigation



- Provide effective support and assistance to the Section Manager Program Delivery in the delivery of a range of organisational initiatives which relate to maintenance service delivery that could have a significant political and/or financial impact on the unit
- Effectively liaise with contractors including negotiating price variations and claims, evaluating time extensions, the mediation and resolution of conflicts, monitoring of compliance with project specifications and other day to day issues
- Ensure timely and accurate preparation and presentation of Council reports, briefings and Councillor updates relating to projects for both internal and external stakeholders
- Ensure the ongoing review of contract documentation being prepared for Program Delivery programs to ensure compliance with tender and contractual legislation and requirements and effectively manage contracts to ensure timeframes and budgets are not exceeded
- Conduct regular site inspections and testing to ensure that works carried out in compliance with work plans, technical specifications and relevant standards and/or legislation
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Policy and procedures are readily available but the Program Officer is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction;
- Decisions affect the work and activities of others within the section or from a specific project team;
- The work of the Project Officer influences the community within a specified service line through the application of technical skill or application of regulatory requirements;



- The Project Officer is responsible for ensuring that operational safety standards or other requirements are met at an operational level.
- Identifies requirements as an input to budget development;
- Monitor budgetary spending within work area, against pre-determined targets. Weigh up options on a cost basis in order to make recommendations and continuously look for greater efficiency within work area.

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and monitors non-verbal cues and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;



- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;
- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies;
- Purchase under delegation and comply with procedures;
- Understand project goals, action tasks and expected outcomes and identify and escalate project variances.

Team Work

- Recognise and acknowledge individual/team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Diploma in Project Management or tertiary qualifications in Construction Management, Civil Engineering or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development
- Class C Driver's Licence
- Construction Induction White card
- Traffic Controller RISS000045 - Prepare Work Zone Traffic Management Plan or willingness to obtain

Desirable

- Certificate IV in Local Government (Operational Works) or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development;



EXPERIENCE

Essential

- Demonstrated relevant experience in a program management focussed role;
- Previous experience in the successful delivery of a range of infrastructure and/or service projects;
- Extensive experience incorporating both day labour and contract works in civil or construction based projects.
- Well-developed performance improvement and consultation skills;
- Demonstrated ability to build strong, credible relationships and influence, persuade or negotiate outcomes that are of benefit or add value, to all or part of the organisation;
- Proven ability to assess, interpret and judge information or situations, and formulate recommendations, provide specialist advice or deliver a service, based on the findings.

Desirable

- Experience in the preparation and evaluation of tenders and management on design and construction based contracts;

Key Relationships

| Internal | External |
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| Unit Managers / ELT | Members of the Public/residents/ratepayers |
| Section Managers/Team Leaders | Commercial/industrial/development representatives (e.g. Vendors, builders, clients) |
| Other Council employees (not including direct reports) | Community Organisations – service clubs etc. |
| | State and Federal Government Agencies |
| | Contractors, consultants, and other professionals |

