

ROLE DESCRIPTION

Project Support Officer

| | |
|------------------------|-----------------------------------|
| Directorate | Projects & Business Development |
| Unit | Project Management Office |
| Reporting to | Manager Project Management Office |
| Position Number | 100363 |
| Band | 2/2 |
| Grade | 10 |
| Date of Review | October 22 |

Council Overview

The Richmond Valley LGA is the base of the Northern Rivers region of NSW, extending from the coastline of Evans Head to the foothills of the Great Dividing Range. We have rolling hills, beautiful beaches, state forests, national parks, Crown lands and nature reserves.

We are proud to have won multiple awards for our culture including: Outstanding Employer of the Year by NSW Northern Business Chamber 2019, and Large Employer of the Year by Training NSW 2016, Best Tap Water in Australia 2022 and much more!

Our Values and Behaviours



Primary purpose of the role

The Project Support Officer provides support to the Manager Projects and Performance, Project Management Office (PMO) and Projects & Business Development Directorate by performing a wide variety of responsible, complex and confidential administrative, analytical and research duties.

The role also functions as a general ambassador and communication interface between teams, groups and external stakeholders.

Key Accountabilities

- Provide high quality, accurate, timely and confidential administrative support for the PMO to ensure successful completion of key PMO deliverables.
- Manage the PULSE Project Management Module including generating Capital Works Progress monitoring reports.
- Research and prepare draft correspondence, minutes, reports, Council reports, and other documents for the Manager and other PMO staff.
- Produce Grant Funding Management and Milestone Reporting
- Provide assistance and input to ensure the successful completion of the PMO's other key deliverables including delivery of Corporate Performance measurement and KPI's.

Key Challenges

- Understanding legislation, policy and procedural requirements of works the PMO are completing and keeping up to date with the changes.
- Facilitating the engagement and input of a wide range of stakeholders and managing expectations
- Meeting strict deadlines and prioritising a variety of works
- Researching topics with limited scoping information

Qualification Requirements

Essential

- Certificate IV in Business or equivalent
- Class C Driver Licence

Desirable

- Diploma Project Management or Contract Administration; or equivalent

Organisational Obligations

- Adhere to Code of Conduct
- Council Policies and Procedures
- WHS Obligations and Responsibilities

Key Relationships

| Who | Why |
|-----------------------------------|--|
| Internal | |
| Manager Project Management Office | <ul style="list-style-type: none"> ✓ Receive guidance and report on progress and objectives ✓ Provide advice and information to support decision making ✓ Identify emerging issues/risks and their implications and propose solutions |
| Project Management Office team | <ul style="list-style-type: none"> ✓ Contribute to team discussions and knowledge share across the team ✓ Support across the team to ensure priority work and organisational obligations and timeframes are met |
| Council Staff | <ul style="list-style-type: none"> ✓ Provide advice and support on PMO related enquiries ✓ Communicate needs and resolve issues |
| External | |
| Contractors/Vendors | <ul style="list-style-type: none"> ✓ Communicate needs, provide advice and resolve issues |

Role Dimensions

Decision Making

The position is accountable for decisions on a day to day operational basis and has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.

Problems are solved by the examination of readily obtained information, procedures, statutory guidelines and relevant legislation and the selection of an appropriate solution from a number of options. Referring to the leader for guidance as needed.

Decisions are based on analysis of information and applying skills and knowledge to improving methods and techniques.

Direct Reports

None

Financial Delegation

None

Leaseback Motor Vehicle

None

Technology

Laptop, Dual Monitors, Headset

Emergency Warden Responsibilities

None

Immunisation Requirements





None

On-Call

None

Capabilities

Below is the full list of capabilities and the level required for this position. View more details of the <https://capability.lgnsw.org.au/>

| Local Government Capability Framework | | |
|---|-------------------------------------|---------------------|
| Capability Group | Capability Name | Level |
|  Personal Attributes | Manage Self | Adept |
| | Display Resilience and Adaptability | Adept |
| | Act with Integrity | Intermediate |
| | Demonstrate Accountability | Intermediate |
|  Relationships | Communicate and Engage | Adept |
| | Community and Customer Focus | Adept |
| | Work Collaboratively | Adept |
| | Influence and Negotiate | Intermediate |
|  Results | Plan and Prioritise | Adept |
| | Think and Solve Problems | Adept |
| | Create and Innovate | Adept |
| | Deliver Results | Adept |
|  Resources | Finance | Intermediate |
| | Assets and Tools | Foundational |
| | Technology and Information | Adept |
| | Procurement and Contracts | Intermediate |
| | | |

Focus Capabilities

The focus capabilities for the position are those judged to be most important.

| Local Government Capability Framework | | |
|--|--------------|--|
| 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 and Engage | Adept | <ul style="list-style-type: none"> • Tailors content, pitch and style of communication to the needs and level of understanding of the audience • Clearly explains complex concepts and technical information • Adjusts style and approach flexibly for different audiences • Actively listens and encourages others to provide input • Writes fluently and persuasively in a range of styles and formats |
| Results Plan & Prioritise | Adept | <ul style="list-style-type: none"> • Consults on and delivers team/unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and projects • Scopes and manages projects effectively, including budgets, resources and timelines • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning |
| Resources Procurement and Contracts | Intermediate | <ul style="list-style-type: none"> • Helps others understand and comply with basic ordering, receipting and payment processes • Contributes to the identification of business requirements, deliverables and expectations of suppliers • Provides objective input to evaluation processes for proposals and tenders • Works with suppliers and contractors to ensure that goods and services meet time and quality requirements • Makes good recruitment decisions based on the capabilities, knowledge and experience required in the role |

Acknowledgement

Project Support Officer

Employee Name: _____ Date: __/__/__

Signature: _____

Manager Project Management Office

Employee Name: _____ Date: __/__/__

Signature: _____