PROJECT SUPPORT OFFICER

DEPARTMENT/UNIT: BPD Projects
FACULTY/DIVISION: Buildings and Property Division
CLASSIFICATION: HEW Level 6
DESIGNATED CAMPUS OR LOCATION: Clayton campus

ORGANISATIONAL CONTEXT
Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

Buildings and Property Division are the stewards of our beautiful campuses. We contribute to Monash’s global reputation as a leader in research and teaching by providing and maintaining world class, award-winning buildings, innovative teaching spaces, quality facilities and stunning grounds. The division supports the University’s day to day operations by delivering a wide range of services such as project management, facilities management, maintenance, security, traffic, parking, cleaning, waste, mail, courier, pool vehicle hire and shuttle bus services.

At Buildings and Property our customers always come first and we focus on customer knowledge and experience, innovation and exploration, and partnering and collaboration.

We engage closely with our students and staff to ensure a safe, healthy and sustainable campus environment that enables them to thrive and flourish. In our dealings with each other and our broader Monash community we strive for relationships that are respectful, inclusive, collaborative and transparent.

At Buildings and Property, we provide opportunities for our staff to develop their knowledge and skills, to innovate and expand their thinking and to initiate and deliver ideas that translate into efficient, effective and customer focussed outcomes. We value strong teamwork and collaboration and we build effective partnerships across the University and beyond to leverage the very best expertise to deliver cutting edge solutions for our customer. We strive to be the best at what we do.

The BPD Projects team are responsible for the design and construction of all buildings, infrastructure and ground at our campuses and locations.
POSITION PURPOSE

The Project Support Officer provides a range of high-level administrative and project support services to assist with the end-to-end delivery of complex design and construction projects, including new buildings, major refurbishments, major infrastructure works and civil/landscape works in the Buildings and Property Division. The Project Support Officer works closely with project partners and customers and will play a central role to all capital projects under the unit’s matrix structure, providing specialist support to Project Managers and Senior Project Managers and Team Leader throughout all stages of a project life cycle.

The Project Support Officer operates with excellence and expertise in process and judgement to provide sound and timely advice and support to project delivery staff and other customers.

Reporting Line: The position reports to the Senior Project Manager and Team Leader under general direction

Supervisory Responsibilities: Not applicable

Financial Delegation: Yes, in accordance with the University delegations schedule

Budgetary Responsibilities: The position is responsible for managing a budget of up to $1m

KEY RESPONSIBILITIES

1. Provide project support services on a wide range and variety of projects delivered by BPD Projects, including developing and collating documents, reports, presentations and other support documentation, monitoring and reporting on project progress ensuring that agreed milestones are being accurately recorded and delivered, and issues are proactively identified, coordinating a schedule of meetings, engaging various designers and contractors and providing high-level support services to project managers and project stakeholders and partners

2. Plan and undertake project related tasks including project budgeting, reporting and monitoring, ensuring that all financial records are kept up to date to ensure accurate financial reporting at all stages of the project, in accordance with agreed standards and timeframes

3. Utilise relevant systems, databases and checklists to ensure consistent project delivery is achieved according to established procedures, and assist with regular updates and resolution of all project tasks on various projects through to final completion

4. Build and sustain effective working relationships with a network of internal and external contacts to facilitate communication and support project objectives

5. Act as a key liaison point and subject matter expert in relation to project progress and objectives

6. Undertake research, analyse results, investigate options and provide recommended solutions to project related issues

7. Actively participate in continuous improvement activities to enhance the efficiency and effectiveness of project related administration, processes and systems

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   • A degree in a relevant field with subsequent relevant experience; or
   • extensive experience and specialist expertise or broad knowledge in construction, engineering or other similar disciplines; or
   • an equivalent combination of relevant experience and/or education/training
Knowledge and Skills

2. Excellent administration and project coordination skills in a capital development delivery environment with the ability to support projects through to completion in accordance with agreed standards and timeframes

3. Excellent planning and organisational skills, with experience establishing priorities and meeting deadlines

4. Demonstrated ability to work collaboratively as an effective member of a team as well as the ability to work with independence, judgement and initiative

5. Strong relationship building skills, including the ability to interact with a variety of customers

6. Demonstrated ability to initiate opportunities to learn from and experiment with innovative processes, systems and work practices

7. Highly-developed interpersonal and communication skills, including experience in developing professional documentation

8. A strong commitment to delivering a high quality customer-centric experience striving to exceed expectations and ensuring delivery on commitments in order to build trust

9. Advanced computer literacy with the ability to use project management software including proficiency using the Microsoft Office suite of applications, web based construction software, and financial and program reporting systems (Program Monitoring and Reporting System database)

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- A current White Card is required

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.