

## Project Support Officer

### Position Description

<b>Division</b>	City Futures, Digital Transformation	<b>Department</b>	Digital Transformation
<b>Reports To</b>	Project Portfolio Coordinator	<b>Direct Reports</b>	No
<b>Queensland Local Government Industry Award - State 2017 - Stream</b>	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	<b>Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level</b>	Schedule 1, Level 3

### Position Purpose

This position will assist with project training, analysis and support to the Digital Transformation PMO in order to meet the needs of the broader residents, ratepayers and stakeholders across City of Moreton Bay. The position will be undertaking a range of project research analysis, reporting, implementation and administrative tasks to support the overall delivery of projects from start to finish.

### Key Responsibilities and Outcomes

#### Main Tasks:

- Undertake a range of activities to support designated analysts within the department to improve systems, tools and business processes to ensure effective implementation of projects by providing sound advice, innovation and problem solving.
- Research and understand functionality of business areas, existing business methodologies, analysis of data and quantify business outcomes.
- Manage and keep track of project documentation, making sure that it is fully current, easily accessible, and complies with PMO requirements.
- Track project deliverables against timelines and escalate any potential delays or risks.
- Support the project manager in allocating resources effectively to meet project deadlines and objectives.
- Ensure that risk and issue logs are maintained and updated regularly.
- Support the project manager in developing mitigation strategies and communicating them to stakeholders.
- Assist in preparing budget forecasts for review by the PMO and project managers.
- Assist in the administration of change requests by making certain that each modification is logged, evaluated, and authorised in compliance with established protocols.

- Assist in organising stakeholder meetings, including preparing agendas, minutes, and action items.
- Support quality assurance activities by ensuring that project deliverables meet the required standards and criteria.
- Identify opportunities for process improvements within the PMO and project delivery framework.

Accountable for:

- Ensuring that all project records, such as schedules, reports, logs, and plans, are correct, current, and comprehensive.
- Ensuring that all reports reflect the true status of the project, including risks, issues, and progress against milestones.
- Ensuring that stakeholders are kept informed and engaged throughout the project, with timely communication and accurate information.
- Ensuring that all project activities, documentation, and reporting comply with the established PMO standards, guidelines, and processes.
- Assist in the development and implementation of mitigation plans.
- Maintaining a central and organised repository of project documents that can be easily accessed by relevant stakeholders.

Responsible for:

- Preserve thorough project records, such as schedules, minutes from meetings, and other pertinent documents.
- Ensure all project documents are stored, updated, and accessible according to PMO standards.
- Prepare and circulate regular project status reports, dashboards, and analytics to project stakeholders.
- Assist in preparing presentations, briefings, and other communication materials for stakeholder meetings.
- Participate in post-project reviews to capture lessons learned and best practices for future projects.

Contributes to:

- Attend CAB (Change Advisory Board)
- Project Governance Group
- Planned Works
- Collaboration within Digital Transformation and other departments
- SteerCo Meetings as required

**Our Values**

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a leader you will take accountability for demonstrating the values expectations and behaviours and enable your team members to do the same.

**Decision Making***Budget*

N/A

*Delegations*

Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

**Knowledge & Experience***Experience:***Advanced 2-4 Years Experience**

Has between two and four years of experience in the discipline.

*Reach:***Department / Services**

Collaborate with cross-functional teams including sponsors, stakeholders, project managers, and the ICT team across the breadth of the organisation. Participates in projects and BAU activities for services that may be delivered through collaboration across multiple business groups within the organisation.

*SFIA Responsibility Skills required:**Autonomy - Level 3*

- Works under general direction.
- Receives specific direction, accepts guidance and has work reviewed at agreed milestones.
- Uses discretion in identifying and responding to complex issues related to own assignments.
- Determines when issues should be escalated to a higher level.
- Plans and monitors own work (and that of others where applicable) competently within limited deadlines.

*Influences- Level 2*

- Interacts with and may influence immediate colleagues.
- May have some external contact with customers, suppliers and partners.
- Aware of need to collaborate with team and represent users/customer needs.

*Complexity - Level 3*

- Performs a range of work, sometimes non-routine, in a variety of environments.
- Applies a methodical approach to routine and moderately complex issue definition and resolution.
- Applies and contributes to creative thinking or finds new ways to complete tasks.

*Business Skills - Level 3*

- Demonstrates effective oral and written communication skills when engaging on issues with colleagues, users/customers, suppliers and partners.
- Understands and effectively applies appropriate methods, tools, applications and processes.
- Demonstrates judgement and a systematic approach to work.
- Effectively applies digital skills and explores these capabilities for their role.
- Learning and professional development — takes the initiative to develop own knowledge and skills by identifying and negotiating appropriate development opportunities.
- Security, privacy and ethics — demonstrates appropriate working practices and knowledge in non-routine work.
- Appreciates how own role and others support appropriate working practices.

### *Knowledge - Level 3*

- Has sound knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information.
- Has an appreciation of the wider business context.
- Demonstrates effective application and the ability to impart knowledge found in industry bodies of knowledge.
- Absorbs new information and applies it effectively.

### *SFIA Professional Skills required:*

#### *Portfolio, programme, and project support (PROF) - Level 3*

- Provides administrative services to project boards, project assurance teams and quality review meetings.
- Uses recommended portfolio, programme and project control solutions for planning, scheduling, and tracking.
- Sets up project files, compiles, and distributes reports.
- Provides guidance on project management software, procedures, processes, tools and techniques.

#### *Customer Service Support (CSMG) - Level 1*

- Receives and handles requests for service, following agreed procedures.
- Promptly allocates calls as appropriate.
- Logs incidents and service requests and maintains relevant records.

#### *Project Management (PRMG) - Level 4*

- Defines, documents, and executes small projects or sub-projects.
- Works alone or with a small team actively participating in all phases of the project.
- Applies appropriate project management methods and tools.
- Tracks activities against the project schedule, managing stakeholder involvement as appropriate.
- Monitors costs, times, quality, and resources used acts where these exceed agreed tolerances.
- Identifies, assesses, and manages risks effectively.

#### *Measurement (MEAS) - Level 3*

- Applies standard techniques to support the specification of measures and the collection and maintenance of data for measurement.
- Generates, produces and distributes reports.
- Uses measurement tools for routine analysis of data.
- Identifies and implements improvements to data collection methods.

#### *Methods and tools (METL) - Level 3*

- Provides support on the use of existing methods and tools.
- Configures methods and tools within a known context.
- Creates and updates the documentation of methods and tools.

## **Qualifications**

- Relevant expertise or experience in a similar role with 2 to 4 years of experience.

*Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.*