

World class water services for a better life

Position Title	Portfolio Support Officer		
Position Number(s)	006651	Manager Title	Manager, Assurance, Governance and Enablement
Business Group	Asset, Operations & Delivery	MoR Title	Senior Manager Enablement and Assurance
Business Unit	Project Program Enablement & Assurance	Direct Report's Title(s)	Not Applicable

What is the unique purpose of the role?

What is the reason for the role's existence and the key contribution to SA Water's success?

Coordinate governance and approval meetings, provide data entry administration and performance monitoring / reporting within Asset Operations and Delivery to support the effective management of the capital portfolio through the Asset Lifecycle.

What does the role do?

The key accountabilities unique to this role are (3-6 required):

Key Accountabilities	Accountability Details (2-8 per accountability)
Administrative Support	<ul style="list-style-type: none">• Provide high quality and timely portfolio support services to the Asset Management, Capital Deliver and Enablement and Assurance teams, resulting in positive staff satisfaction ratings.• Provide support for the coordination and management of approval and team meetings with agendas, minutes and where applicable follow up actions in a timely manner.
Portfolio Management	<ul style="list-style-type: none">• Provide support in the coordination of approvals from submission through to final approval.• Provide support in the collation of data and information required to populate the capital delivery systems to enable interventions to progress from registration, through to approval, investigation, definition and delivery.• Assist the Project Manager in the management of contract variations, including all appropriate approval documentation for audit and compliance purposes.• Update asset planning & delivery systems to reflect approved changes as required.• Maintain approved changes in the relevant systems and tools to ensure cost and schedule baseline and forecast aligns with the current approved scope of work and approval limits.• Assist where required in the preparation of cost write-offs / withdrawal, circulate for approval and processing.• Assist where required in the creation and/or closing of work orders.

Key Accountabilities	Accountability Details (2-8 per accountability)
Governance	<ul style="list-style-type: none"> • Provide a central custodian role for Asset Operations and Delivery capital project and program management procedures, work practices and supporting documentation. • Seek opportunities and support Continuous Improvement and minor change initiatives; and where relevant, manage or contribute towards. • Utilise and comply with all relevant SA Water policies, procedures and work practices relating to provision of portfolio support services. • Undertake health checks around our capital delivery methodology. • Assist in the validation and integrity of data. • Assist with user data analysis and material for presentation.

Knowledge, skills and experience the role requires

Criteria which will be used for recruitment and selection for this role (maximum of 6):

Foundation Knowledge, Skills, Experience and Qualifications	Essential or Desirable
Post-secondary studies relating to customer service or business administration or extensive support experience	Desirable
Experience providing high quality and timely administrative support services to a large customer base	Essential
Ability to work autonomously and exhibit a high level of initiative, motivation and flexibility	Essential
Ability to maintain a high degree of confidentiality on all work related matters	Essential
Ability to build relationships and operating with a 'one team' mindset across a business	Essential
Excellent communication and collaboration skills, both verbally and written	Essential

Who you work with

Key Stakeholder Relationships critical to the success of this role (maximum of 6):

- Manager Assurance, Governance and Enablement
- Senior Project Managers and Project Managers
- Asset Management Team
- Capital Delivery Team

Special conditions

Does the role have any unique requirements?

- Flexible hours and some after hours as required, some intra and interstate travel (mandatory)

Your PD outlines what the requirements of your role are. The behaviours you demonstrate are equally as important and form part of your PD.

Together we deliver safely and stand accountable, genuine and innovative every day.