

Position Description

Title	PMO Support Officer
Business Unit	Performance & Innovation – Quality & Strategy Division
Location	Level 4, 130 Lonsdale Street, Melbourne
Employment type	Part-time or full-time (60.8 hours – 76 hours per fortnight), Max Term to 30 June 2025
Reports to	PMO Manager

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We’ve been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Project Management Office provide a range of support functions including enterprise portfolio management, project management support and capability uplift. The team work collaboratively with the organisation to enhance project practices and outcomes, including strategic planning, change management and performance.

The function of the PMO Support Officer is to provide administrative support across the division. The key responsibilities of the role include; providing project coordination support, collaborating with team members to build quality reports and dashboards, supporting the maintenance of Uniting’s project management software system (Smartsheet) and providing direct support other business functions within the unit (including contributing to project delivery support on an ad-hoc basis).

Position Description

PMO Support Officer

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Quality & Strategy Division
- Project Managers & Project Teams
- Smartsheet / Project System Users
- Senior Management Group, Managers, Team Leaders
- Support Services teams, including Finance & Procurement
- Service Delivery teams

External

- Vendors / System Support
 - Contractors / Consultants
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4. Key responsibility areas

Project Coordination Support

- Assist with Uniting's project lifecycle processes, including providing support to Project Managers, Sponsors and Senior Management teams in the onboarding and establishment of projects, project governance and project performance reporting
- Assist with the delivery of continuous improvements across all areas of project delivery & governance including development of training materials, tools, frameworks and the enhancement of Project Portfolio Management (PPM) approach
- Provide training support to project managers/teams for Project Workspace and associated templates
- Assist with development of project communication tools, including Intranet content (Sharepoint) and guides
- Provide other project administrative support, including direct support to projects and other team functions, as required

Data & Reporting

- Ensure the ongoing development of tools, registers and dashboards to support the projects, organizational planning, strategy, change management and business development functions and other teams as required
- Ensure high quality of data inputs for reporting and analysis with Project Managers, Project Sponsors, Senior Management Team and reports
- Assist the Strategy & Business Transformation team with monthly and quarterly organizational reporting commitments and development of divisional and organisational reporting and processes
- Provide support to data security management, including offboarding and maintenance of system
- Provide support and capability uplift to other system users
- Provide other reporting and system administrative support, as required

Position Description

PMO Support Officer

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- To be agreed with line manager.

6. Person specification

Qualifications

- Qualification in Project Management, Business Administration or related field

Experience

- Success in prior project coordination or support in a Project Management Office (PMO) or Business Transformation unit
- Capabilities in administration, reporting and document management.
- Advanced communication capabilities, including verbal and written communication, with ability to adapt to meet various audiences
- Minimum proficiency of intermediate level with Excel formulas
- High capability in project management software and platforms (*Smartsheet preferred*)
- Demonstrated understanding of contemporary project management principles and best practices (eg. agile, waterfall)

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Attention to detail:** ability to develop and review a high quality work, including identification of discrepancies
- **Prioritisation:** ability to prioritise multiple tasks and complete work accurately and on time
- **Project administration:** ability to administer, develop and maintain project functions
- **System administration:** ability to administer, develop and maintain systems / data

Position Description

PMO Support Officer

- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
 - **Communication:** highly developed interpersonal communication skills (written and verbal)
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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: