

JOB DESCRIPTION

| | |
|--------------------------|-------------------------|
| Position title | Project Support Officer |
| Reports to | PMO Manager |
| Direct reports | Nil |
| Prerequisite role | Nil |

JOB PURPOSE

This role provides support in the development of high quality AIS deliverables. The role provides high quality administrative support through the execution of various tasks, as a key support member of project teams.

It includes engaging positively with internal and external stakeholders and identifying operational issues that may affect project timelines, coordinating the final stages of the project, including facilitation of the edit and Quality Assurance (QA) process and preparation of deliverables for submission.

The role requires the ability to work in a complex environment and the need to be well organised and to be able to work as an effective team player, while also being able to work autonomously.

Interstate travel may be involved.

KEY ACCOUNTABILITIES

Primary Tasks

Project teams support:

- Communicate with project team members about approaching milestones and critical dates
- Maintain project documentation structure in SharePoint. Setting up and maintaining file management systems and procedures
- Administration of SharePoint project sites and providing support to internal and external users

Stakeholder consultation support:

- Arranging technical advisory committee meetings, or similar, including technology set up (e.g. Microsoft Teams etc.), catering, venue bookings, and assisting in meetings as required including taking minutes/notes

- Provide first tier support to external stakeholders for communications and technical support and when required, act as intermediary for issues and questions
- Support the project teams with drafting communication updates and forward to the Communications team in accordance with the agreed cycle.

Product development:

- Assist project teams with document preparation and management
- Performing internal QA of products
- Collaborating with project teams to draft and finalise the Companion Volume Implementation Guide and Case for Endorsement for submission for Training Packages
- Support the collaborative efforts of external editors, QA panelists and internal stakeholders by monitoring workflows and initiating communications as required, including escalating issues to the project manager if necessary
- Uploading draft Training Package materials to VETNet document repository
- Consulting with project teams to ensure the accuracy of Training Package Releases across other impacted qualifications
- Transferring of content to Training Package Content Management System (TPCMS) and content validation
- Publication of approved Training Package products on TGA

Secondary Tasks

- Provide input for the development, review and updating of procedures, key information sources and templates
- Support operational procedures and templates
- Provide a high standard of customer service to internal and external stakeholders
- Work collaboratively with all AIS team members across all business areas
- Other reasonable related duties as directed by your Direct Line Manager

Role Authority

- NIL

QUALIFICATIONS, EXPERIENCE & SKILLS

- Basic SharePoint skills
- Demonstrated time management skills to set priorities, plan workload, work on multiple projects concurrently, meet deadlines and achieve objectives as required
- Demonstrated experience with Microsoft Office software applications (SharePoint, Teams, Word, Outlook, Excel, PowerPoint) including using Macros
- Data management and file management skills
- Excellent verbal and written communication skills
- Demonstrated successful stakeholder engagement experience

ESSENTIAL ATTRIBUTES

- Proactive attitude to troubleshooting and problem solving
- High attention to detail in developing, editing and reviewing documents, and excellent proofreading skills
- Highly motivated, demonstrating a high level of initiative
- High level organisational and interpersonal skills including a demonstrated ability to work with others in a team environment.
- Ability to engage and maintain positive working relationships with internal and external stakeholders and provide a high level of customer service
- Ability to adapt to meet requirements of AIS projects and work tasks
- Ability to travel interstate if required

DESIRABLE ATTRIBUTES

- A good working knowledge of Training Packages and the overall National Vocational Education and Training (VET) system
- Experience working in virtual and dispersed project teams

ROLE APPROVALS AND DELEGATIONS

The role includes the following approvals and delegations:

- NIL