

## JOB DESCRIPTION

<b>Position title</b>	Project Support Officer
<b>Reports to</b>	Industry Skills Manager
<b>Direct reports</b>	Nil
<b>Prerequisite role</b>	Nil

### JOB PURPOSE

This role supports the successful development of high-quality products delivered through all AIS projects within environments of varying complexity.

As a key member of project teams, the Project Support Officer provides high quality administrative support by executing a variety of tasks throughout the project lifecycle, including inter alia:

- engaging positively with internal and external stakeholders
- information management
- identifying and communicating operational issues that may affect project timelines
- assisting with the coordination and development of all stages of the project.

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 meetings 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
- Assist project teams with document preparation and management.

#### **Training Package development:**

- Performing internal Quality Assurance (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 panellists and internal stakeholders by monitoring workflows and initiating communications as required, including escalating issues to the project manager if necessary
- Facilitate the edit and QA process and preparation of deliverables for submission
- 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**

- Stakeholder consultation support for IRCs
- 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**

- 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 skills, including a demonstrated ability to work with others in teams, as well as work autonomously
- 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 in environments of varying complexity
- 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

### APPROVALS

Last Modified	Approver Name	Position Title	Signature	Date Approved
19.07.21	David Dixon	Chief Operating Officer		
	Paul Walsh	Chief Executive Officer		

**EMPLOYEE ACCEPTANCE**

Date	Employee Name	Manager Name	Signature