

Job title: Transformation Project Officer	
Classification: Band 5	Effective Date: 1 October 2023
Reports to: Coordinator Technology Transformation Program	Tenure: Temporary until 30 June 2025

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments

Goal Statement

The position will provide support to ensure the successful delivery of key Transformation Program initiatives.

Key Responsibilities

Position Specific Responsibilities

- Provide accurate information to internal and external enquiries.
- Deliver a range of quality administrative services, with a customer service focus.
- Follow-up and respond to routine correspondence as directed by the Coordinator and/or Executive Manager.
- Administrative and clerical support; including processing of accounts, issuing of information and other relevant documentation.
- Maintenance of a professional relationship with government departments and agencies, other municipalities, service providers, suppliers, community groups, applicants and residents/customers.
- Contribute to and assist in the development of a culture of quality, industry best practice and customer focus /continuous improvement
- Provide timely and accurate information to customers and stakeholders when requested.
- Proactively maintaining positive relationships across the organisation, with specific focus on departments as agreed.
- Other duties as required.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- Assess requests for support and carry out appropriate actions to complete tasks efficiently and to the required standard.
- Investigate and solve problems including selecting most appropriate response and know when to transfer responsibility.
- Responsible for tasks relating to the project delivery and management of the Strategic Property Program.
- Accountable for the quality, quantity and timeliness of their own work.

Specialist Knowledge and Skills

- Experience in administration and/or project support roles.
- Proficiency with the Microsoft Office suite, specifically Word, Excel and PowerPoint.
- Good research and investigation skills.
- Sound oral and written communication abilities to facilitate gaining co-operation and assistance from clients, members of the public and other employees.
- Working with Children Check.

Interpersonal Skills

- Excellent written, verbal communication and presentation skills.
- Ability to gain cooperation and assistance from members of the public, community groups and other Council staff, including excellent conflict resolution skills.
- Ability to handle varying workloads and tasks and operate effectively under pressure.
- Ability to work independently and within a team environment.
- High level of confidentiality required.
- Ability to discuss and resolve problems and/or make recommendations.

Key Relationships:

- Liaises closely with management & staff at all levels up to and including Chief Executive Officer and Executive Leadership Team.
- Required to maintain professional relationships across the organisation to achieve the objectives of the Transformation Division.
- The position will liaise with external stakeholders in the course of contract administration and customer enquiries.

Management Skills

- Excellent time management skills including setting and adjusting priorities despite conflicting demands.
- Planning and organising work to meet deadlines and specific objectives in the most efficient way possible.

- Ability to work to a deadline.

Key Selection Criteria

1. Well developed customer service skills and excellent communication skills.
2. Experience in project administration and/or contract management administration.
3. Great oral and written communications skills including superior writing, grammar, editing and proofreading skills.
4. Ability to gain cooperation and assistance from members of the public, community groups and other Council staff, including excellent conflict resolution skills.
5. Demonstrated experience working in a multi-disciplinary team with an ability to be flexible.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	NIL		
Hand/Arm Movement Tasks involve use of hand/arms	NIL		
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	NIL		
Standing Tasks involve standing in an upright position	NIL		
Reaching Tasks involve reaching above head, and above and equal to shoulder height	NIL		
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	NIL		
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	NIL		
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	NIL		
Keyboard Duties Tasks involve sitting at workstation and using computer.	No	Daily keyboard duties	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	NIL		