

POSITION TITLE: Program Support Officer **POSITION NO:** 2114

EMPLOYMENT TYPE: Permanent Full Time

CLASSIFICATION: Level 4

CERTIFIED AGREEMENT: Officers – 2011 **AWARD:** QLGIA

DEPARTMENT: Infrastructure

BRANCH: Infrastructure Planning

REPORTS TO: Manager Infrastructure Planning

ORGANISATIONAL VALUES: ACHIEVE

Accountability - We accept responsibility for our actions and decisions in managing the regions resources.

Community - Building partnerships and delivering quality customer service.

Harmony - Our people working cooperatively to achieve common goals in a supportive and safe environment.

Innovation – Encouraging an innovative and resourceful workplace.

Ethical Conduct – We behave fairly with open, honest and accountable behaviour and consistent decision-making.

Vision – This is the driving force behind our actions and responsibilities.

Excellence – Striving to deliver excellent environmental, social and economic outcomes.

1. PRIMARY ROLE

To provide technical, administrative and project support to the Infrastructure department.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Respond to technical enquiries from internal and external customers in a prompt and professional manner.
2. Preparation of funding applications, associated progress claims and reporting to external bodies.
3. Assist with the preparation and coordination of tenders, quotations and contracts. Generate requisitions, general purchase orders and goods received as requested and ensure purchases have been allocated correctly.
4. Monitor the performance of expenses and revenues against budgets for all assigned capital works and operational works projects and prepare regular reports to management on progress.
5. Provide executive level administrative support with a high degree of judgement, imitative and confidentiality.
6. Undertake duties in accordance with the Infrastructure Department Quality Management System and participate in the continuous improvement of this system.
7. Effectively and proactively perform as a member of the Infrastructure Department generally and whole of Council, including the willingness to assist outside the direct area of responsibility.
8. Complete additional activities and reasonable directions given by management.

3. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Minimum requirement of a current C Class driver's licence.
- General Safety Induction for Construction Worker Certification (White Card).
- Tertiary qualifications in a relevant field (e.g. Project Management, Business Administration) (desirable)

4. KEY SELECTION CRITERIA

1. Relevant experience in project management and contract administration.
2. Knowledge and understanding of the technical aspects and legislative requirements associated with infrastructure assets construction, maintenance and administration.
3. Highly developed oral and written communication skills.
4. High level of computer skills including sound knowledge of the MS Suite and knowledge of corporate software systems.
5. Sound organisational skills with the ability to establish work priorities, complete assigned tasks within required standards and meet deadlines.
6. Demonstrated ability to work effectively within a team in an environment of change.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE


The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
 General Manager Infrastructure: Aaron Meehan	Signature: 