

# Hume Community Housing

## Project Support Officer



<b>Position Title:</b>	Project Administrator and Communications Officer	<b>Department:</b>	Project Highway
<b>Reports To:</b>	Executive Manager, Project Highway		
<b>Direct Reports:</b>	n/a	<b>Location:</b>	Across Parramatta, Fairfield, Hunter
<b>Position Purpose:</b>		<b>Position Dimensions</b>	
<p>The Project Administrator and Communications Officer will support the project team by providing high level administration that ensures the efficient and effective delivery of the project.</p>		<b>Award Title:</b> SCHADS	
		<b>Award Level:</b> 3	
<p>The position is also responsible for coordinating internal and external communication activities to ensure key messages and communication/change management activities are delivered in the appropriate forum and timeframes.</p>		<b>Delegation authority:</b>	
		Refer to Schedule of Delegations	

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Key Accountabilities	Key Activities
1. Provide administrative support to the Project Highway Team	<ul style="list-style-type: none"> <li>• Administrative and secretarial duties</li> <li>• Organise meetings and functions and prepare and distribute agendas and other relevant documentation as required</li> <li>• Record and distribute minutes in a professional, accurate, and timely manner</li> <li>• Contribute to Project Highway’s Service Delivery Plan</li> <li>• Complete specific objectives set through the planning process</li> <li>• Administer Project Highway Calendar and update organisational calendar as required</li> <li>• Support the communication of Project Highway activities and initiatives as required.</li> </ul>
2. Maintain professional relationships with internal and external stakeholders	<ul style="list-style-type: none"> <li>• Establish and maintain relationships with key internal and external stakeholders</li> <li>• Keep abreast of relevant industry events and developments by maintaining industry contacts</li> <li>• Keep abreast of relevant Project Highway events and developments by maintaining key project stakeholder contacts</li> <li>• Be seen as focal point of contact for queries and requests related to Project Highway internal and external stakeholders</li> <li>• Maintain a high level of confidentiality and professionalism at all times</li> </ul>
3. Manage correspondence and records and ensure that all communications are presented in a manner that supports and enhances the professional image of Hume.	<ul style="list-style-type: none"> <li>• Research, prepare and distribute reports, papers, presentations, proposals and other written communications on behalf of Executive Manager, Project Highway</li> <li>• Monitor incoming mail/emails and prepare responses where appropriate</li> </ul>

**Approved by:** Sririsay Vukovic

**Date of issue:** 15/11/2018

**Version:** 1.0

Page 2 of 7



	<ul style="list-style-type: none"> <li>• Coordinate written and face to face Project Highway communication activities</li> <li>• Develop promotional materials on new initiatives and project highway events, based on Hume’s guidelines</li> <li>• Document control and maintain records and files</li> <li>• Answer and screen telephone calls</li> <li>• Delegate and follow up messages when required</li> </ul>
<p>4. Maintain oversight of project management plans, registers, data collection and outcome reporting</p>	<ul style="list-style-type: none"> <li>• Establish a document control system for Project Highway</li> <li>• Administer and update Project Highway relevant documentation and key project registers in a timely manner</li> <li>• Follow up and coordinate with internal and external Project Highway Stakeholders to support governance, reporting and delivery processes</li> <li>• Provide Executive Manager with updates on key SDP projects, flagging milestone and budget changes</li> <li>• Maintain data bases and outcome reporting systems</li> <li>• Collate KPI data to produce graphs and reports of the data for analysis</li> <li>• Maintain risk registers, seeking updates from key stakeholders as per timeframes</li> <li>• Maintain grant and funding registers, tracking submissions, results and key compliance and milestone dates</li> <li>• Assist with evidence compilation for compliance reporting</li> <li>• Pro-actively communicate status and progress of core activities to all relevant stakeholders at any point in time</li> </ul>

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## Qualifications and Experience

### The following experience is desirable for this role:

Proven experience assisting teams within fast-paced environments

Highly proficient in all Microsoft office applications (Excel, Word, PowerPoint, Project Management tools (MS Project preferred) and Outlook)

Excellent verbal and written communication skills including report writing

Communications & Marketing experience in designing articles, newsletters, social media campaigns etc.

Strong interpersonal and organisational skills with the capacity to successfully manage competing priorities, maintain attention to detail and meet deadlines

### Qualifications may include:

Office Administration Certificate or equivalent

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Page 4 of 7

### Hume Key Competencies

	<p><b>Social Awareness:</b> Understands cultural and social differences inside and outside of the organisation and uses this knowledge to guide communication and behaviour. Advocates for the rights of others and demonstrates a commitment to minimising the organisation’s carbon footprint.</p>	
	<b>Demonstrates environmental awareness</b>	Level 2
	<b>Demonstrates social awareness and a commitment to social justice</b>	Level 2
	<b>Values diversity</b>	Level 2
	<p><b>Customer focused:</b> Keeps customers (internal and external) as the focal point of all activity. Actively seeks to delight customers through excellent service and maintaining a commitment to customer communication and consultation.</p>	
	<b>Committed to service excellence</b>	Level 2
	<b>Engages and consults with customers</b>	Level 2
	<p><b>Personal and Professional Excellence:</b> Develops and maintains an understanding of the internal and external environment and takes responsibility for delivering work outcomes with efficiency, professionalism and integrity. Demonstrates a commitment to personal development and improves specialised technical/professional knowledge and skills to achieve personal and organisational goals.</p>	
	<b>Actively maintains sector knowledge and business awareness</b>	Level 2
	<b>Acts with professionalism and personal integrity</b>	Level 3
	<b>Plans and organises (including strategic planning)</b>	Level 2
	<b>Develops and maintains competencies</b>	Level 2
	<p><b>Operational Excellence:</b> Delivers best practice outcomes for customers and the organisation by demonstrating a commitment to consistent quality standards and continuous improvement. Adopts and/or implements strategies, policies, procedures and systems that ensure efficient and effective business operations within the relevant legislative and compliance framework.</p>	
	<b>Develops and maintains workplace policy and procedures</b>	Level 2
	<b>Strives for consistent quality standards and continuous improvement</b>	Level 3
	<b>Supports and manages change</b>	Level 3
	<b>Uses and harnesses technology</b>	Level 2

	<b>Manages risk, compliance and the corporate governance frameworks</b>	Level 2
	<b>Builds Strategic Relationships and Partnerships:</b> Actively seeks to build effective relationships and partnerships inside and outside of the organisation to support the achievement of personal and professional goals and the continuous growth and success of the organisation. Works collaboratively with all stakeholders, including competitors, considers the needs of others, and enthusiastically supports all team members achieve their objectives.	
	<b>Builds relationships and networks</b>	Level 2
	<b>Collaborates and works effectively in a team</b>	Level 3
	<b>Leadership and Managing People:</b> Creates and communicates a clear vision and direction for the business and ensures all staff are clear on their part in achieving that vision. Motivates staff to achieve their goals through inspirational leadership, developing and managing performance in an environment where people can reach their full potential.	
	<b>Develops and communicates the vision</b>	Level 2
	<b>Demonstrates leadership</b>	Level 2
	<b>Demonstrates excellence in people management</b>	Level 2
	<b>Project Management:</b> Participates in and/or leads successful projects using strong communication and organisational skills to balance conflicting priorities and manage resources. Manages programs of work using effective project management methodologies and tools.	
	<b>Excellence in program and project management</b>	Level 2
	<b>Communication:</b> Builds credibility and trust through effective and appropriate communication skills with all stakeholders. Listens, interprets and conveys information in a clear and accurate manner, provides timely delivery of information and selects the most appropriate method of communication to suit specific situations in order to win support, gain cooperation or overcome objectives and barriers.	
	<b>Effective verbal communication</b>	Level 2
	<b>Excellent written communication</b>	Level 3
	<b>Negotiates with skill and influence</b>	Level 2
	<b>Resolves issues and conflict</b>	Level 2
	<b>Problem Solving and Decision Making:</b> Identifies and analyses situations and/or issues, considers options, develops solutions and implements and monitors appropriate solutions.	
	<b>Analytical thinking and problem solving skills</b>	Level 3

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**Manages Resources, Assets and Sustainability:** Effectively manages and values the organisation’s financial resources, assets and equipment. Ensures the organisation remains viable and sustainable through best practice purchasing protocols, monitoring supplier performance and ensuring all purchasing decisions support the business strategy and offers value for money.

**Financial management**

**Demonstrates sustainable procurement practices**

**Level 2**

**Level 2**