

Project Support Officer

Classification	Band 3
Team	Assets and Operations
Reporting to	Lead Project Manager
Location	Bendigo Water Reclamation Plant
Effective Date	August 2024

Working at Coliban Water

Underpinning healthy people is healthy water!

Every day almost 180,000 customers in North Central Victoria trust us to deliver the water and sewage services that underpin the health and prosperity of their communities – now and tomorrow. We deliver these services to residents, farmers, businesses, and industry in 49 communities in an area spanning more than 16,500 square kilometres.

Led by our vision **healthy water, healthy people**, putting our customers and communities first is part of our DNA.

Day-to-day this means we maintain and upgrade the water and sewage pipes, pump stations and treatment plants we all rely on. And it's why we've set a bold strategy to build on that trust, enhance our natural environment, strengthen water security and resilience, and help shape the future of our region for the better.

While we're proud to lead the way, we know our success will come from deep understanding and collaboration. We engage regularly with and learn from our customers, communities, Traditional Owners, strategic partners, and others – because as locals, too, we know the best outcomes are realised when we all work together.

What we stand for

We're focussed on a culture of Earn the customer, Own the risk, and Act. This underpins our ability to deliver high quality services to our region.

Earn the customer	We exist to serve our customers. We 'wow' them with an outstanding experience.
Own the risk	We take responsibility and are accountable to our customers and communities.
Act	We are brave in our decision making and take action. We make good judgements based on evidence and we follow through.

Working with us, you'll be joining a vibrant, dynamic, and supportive team that:

- Respects, supports, and collaborates with the First Peoples of the land on which we live and work.
- Champions an inclusive culture that celebrates diversity.
- Is committed to flexible work and balance.
- Is a leader in the area of social justice, which sees us challenging the way we work to improve gender equality and support those impacted by family violence.

At Coliban Water we balance a small team rhythm with the reach and resources of one of the largest Victorian regional urban water corporations.

With big plans on the drawing board over the next five years, it's a great place to take the next step in your career.

What are you waiting for? We'd love you to join us.

Position overview

The Assets & Operations Group is focussed on ensuring the organisation remains adaptive and ahead of the climate and population changes by harnessing innovation, effective management of water resources together with the strategic planning and building of infrastructure. The Assets & Operations Group proactively generate business opportunities for the corporation by developing new insights through external collaborations and facilitate an innovative corporate culture to energise the corporation's innovation effort.

The Project Support Officer is responsible for providing administrative and logistical support to the Lead Project Manager. This includes preparing and maintaining project documentation, monitoring financial elements, assisting with project evaluations, and tracking resource allocation. The role involves supporting stakeholder communication and managing project risks as directed. Additionally, the Project Support Officer helps ensure compliance with safety regulations and contributes to the team's ongoing professional development.

This role will contribute to the team by:

- Assisting with the delivery of assigned projects to meet specifications and objectives as defined by the Lead Project Manager.
- Supporting project evaluations, investigations, and feasibility analyses by providing necessary data and documentation.
- Preparing and maintaining project documentation including finances to ensure it meets required standards and is up-to-date.
- Aiding in efficient resource management by tracking resource allocation and availability.
- Engaging with stakeholders as directed by the Project Manager and helping manage their expectations.
- Assisting in identifying and managing project risks and supporting business improvements as needed.
- Contributing to a safe workplace and a sustainable environment by adhering to health and safety regulations and supporting compliance efforts.
- Helping ensure the team has up-to-date knowledge and meets professional standards through regular updates and training coordination.

Position dimensions

Capital and expenditure budget	In accordance with the Organisational Budget
Authorities/delegations	Please refer to the Financial Delegations Policy
Number of reports	Nil
Internal working relationships	All internal departments and teams
External working relationships	Contractors, vendors, DEECA and State Government Departments, Local Government, community groups, other key stakeholders
Other	Nil

Key result areas

Project Support

- Assist Project Managers and delivery staff in coordinating project activities, including scheduling meetings, managing correspondence, and tracking project milestones.
- Facilitate the preparation and organisation of project documentation.
- Monitor and track project actions, issues, finances and deliverables to ensure timely progression of the Solids Handling Upgrades

- Maintain detailed records of project status, including progress reports, budgets and action items.

Reporting and Documentation

- Develop and maintain reporting systems to track project performance and compliance with timelines and budgets.
- Take minutes during project meetings and distribute them to relevant stakeholders.
- Prepare and manage project-related documentation, including reports, briefings, and presentations.

Customer and Stakeholder Communication

- Proactively communicate with stakeholders, including preparing and sending project updates, notices, and correspondence to enhance customer satisfaction.
- Address and resolve customer and stakeholder inquiries in a timely manner, both via telephone and face-to-face interactions.
- Maintain records of customer consultations and feedback.

Financial Management and Administration

- Assist in budgeting, forecasting, and invoicing processes to ensure accurate expenditure tracking for the project.
- Review and validate project data within financial systems to ensure accuracy and currency.
- Coordinate and support the management of project expenditure and resources according to established standards and procedures.

Compliance and Risk Management

- Ensure compliance with relevant legislation, regulatory requirements, and Coliban Water’s policies and procedures.
- Identify potential project risks and work with the project team to mitigate or address these risks effectively.

Team Collaboration and Support

- Collaborate with internal teams and other support staff to facilitate project delivery and enhance overall project outcomes.
- Participate in team meetings, contribute to process improvements, and support a positive working environment.

Performance level

Action and accountability	This role is required to provide sound advice and recommendations, within the constraints of policy guidelines, professional standards, process and procedure. This role will be supported by management and receive guidance on decisions made.
Judgement and problem solving	This role will make decisions through following established procedures and learned process. However, there is also the requirement to depart from adapted practices and apply inventiveness and/or assess a range of options for implementation. There is a focus on developing more effective and efficient work practices.
Specialist knowledge and skills	<ul style="list-style-type: none"> • Strong verbal and written communication skills, with the ability to interact professionally with people from diverse backgrounds.
Interpersonal skills	This role requires the ability to obtain cooperation or assistance in the achievement of objectives. It will also provide information and advice to internal and/or external stakeholders.
Leadership level	Lead self: Core skills demonstrating initiative, collaboration and communication.
Qualifications and experience	<ul style="list-style-type: none"> • Experience in preparing clear and concise correspondence, reports, and project updates. • Experience in analysing project data to track progress, identify trends, and support decision-making.

Shared goals

Health safety and wellbeing	Prioritise your own and others' health, safety and wellbeing by complying with the relevant Occupational Health & Safety legislation and Coliban Water's safety policies and procedures, including reporting hazards and incidents, and ensuring a discrimination-free work environment.
Environmental stewardship	Demonstrate a strong commitment to environmental stewardship by adhering to high standards, sustainability principles, and complying with relevant regulations.
Information security	Comply with all IT policies, complete security training and promptly report any suspected or identified issues.
Victorian public sector values	You'll uphold the values of responsiveness, integrity, impartiality, accountability, respect, leadership, and human rights, to strengthen the organisation's effectiveness in the public sector.

Special assessment and requirements

- A valid and current Australian workers' rights.
- You will be required to complete all core-training requirements in the expected timeframes.
- From time-to-time work outside of your regular business hours may be required, or you might be required to work at remote locations requiring overnight stay on occasion.
- You may also be requested to undertake pre or post-employment testing, such as psychometric testing, medical assessments, drug testing, police checks, security clearances, and other assessments.

Success profile

In addition to the qualifications and experience specified above, you will be required to meet the following criteria:

- Proven experience in collaborating with team members and stakeholders to achieve shared project goals and outcomes.
- Solid working knowledge of Microsoft Office programs (Word, Excel, PowerPoint, Outlook) to perform administrative functions, manage project documentation, and support reporting processes.
- Demonstrated ability to develop, maintain, and present comprehensive project reports.
- Proven ability to efficiently track, monitor, and address project actions and issues.
- Proven experience in prioritising tasks to ensure key project outcomes are delivered on time and within scope.

Position acceptance

I have read and understand the contents and obligations of this position description. I also understand I have obligations to comply with all Coliban Water policies and procedures.

Type or print name	Insert signature	Click or tap to enter a date.
Employee name	Employee signature	Date