

Position Title	Project Officer Support Services
Department	Community Services
Division	
Unit	Community & Cultural Services
Team	Support Services
Supervises	Nil
Reports To	Team Leader Community and Cultural Support
Grade	F
Date Prepared	29/08/2025
Date Last Updated	29/08/2025

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary Purpose of Position

The Project Support Services Officer provides both administrative and project coordination support across a diverse division, contributing to the effective delivery of services and initiatives. This role supports day-to-day operations, assists with planning and executing community-focused projects and events, and plays a key role in preparing grant applications and managing funding processes.

With a focus on continuous improvement and leveraging technology, the Project Officer helps streamline workflows, enhance collaboration, and ensure efficient service delivery across teams within the Community and Cultural Services Unit such as the Libraries, Arts Centre, Meals on Wheels, Diversity and Inclusion and Children and Youth.






Accountabilities

- Support the planning and delivery of community-focused projects and events
- Assist with grant applications, funding submissions, and reporting requirements, ensuring accuracy and timely delivery
- Provide proactive administrative and project support across multiple teams to ensure smooth day-to-day operations
- Coordinate meetings, manage shared calendars, and support logistics for internal and external engagements
- Prepare and manage documentation including reports, presentations, correspondence, and records in line with organisational standards
- Maintain and update databases, registers, and internal systems to support project tracking and administrative efficiency
- Monitor budgets and assist with procurement processes including raising purchase orders, processing invoices, and reconciling transactions
- Identify and implement opportunities for continuous improvement in administrative and project processes
- Manage the coordination of relevant Working with Children Checks in consultation with the Human Resources Team

- Leverage technology to streamline workflows, enhance collaboration, and improve service delivery across teams
- Foster effective communication and teamwork across the division, contributing to a positive and inclusive working environment
- Contribute to a positive, adaptable, and collaborative team environment
- Other tasks and duties as required

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Technical / Professional Specialist		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships		
Work Collaboratively	Advanced	<ul style="list-style-type: none"> • Builds a culture of respect and understanding across the organisation • Facilitates collaboration across units and recognises outcomes resulting from effective • Builds co-operation and overcomes barriers to sharing across the organisation • Facilitates opportunities to develop joint solutions with stakeholders across the region and sector • Models inclusiveness and respect for diversity in people, experiences and backgrounds
Results		
Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consults on and delivers team/ unit goals and plans, with clear performance measures • Takes into account organisational objectives when setting and reviewing team priorities and • Scopes and manages projects effectively, • Manages risks effectively, minimising the impacts of variances from project plans • Monitors progress, makes adjustments, and evaluates outcomes to inform future planning

Resources		
Technology and Information	Intermediate	<ul style="list-style-type: none"> Shows confidence in using core office software and other computer applications Makes effective use of records, information and knowledge management systems Supports the introduction of new technologies to improve efficiency and effectiveness

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Councils policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Certificate IV or Diploma in Business Administration, Project Management, Community Services, or a related field

Essential Experience

- Demonstrated proficiency in Microsoft Office Suite
- Knowledge of grant writing and funding processes
- Experience supporting or coordinating community-focused projects or events
- Proven ability to manage multiple priorities across diverse teams

- Experience preparing reports, presentations, and correspondence to a professional standard
- Familiarity with budgeting and procurement processes (e.g., raising purchase orders, invoice reconciliation)
- Experience using digital collaboration platforms (e.g., SharePoint, Teams)

Desirable Qualifications and or Experience

- Experience working in local government or community services
- Experience in a customer service or community-facing role
- Familiarity with local government systems or procedures
- Exposure to digital tools for scheduling and collaboration (e.g., Teams, Zoom, booking platforms)

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position have an inherently high risk for fraud and corruption?	<input type="checkbox"/>	<input checked="" type="checkbox"/>