Position Description

Project Officer – Business Transformation

Position Title:	Project Officer – Business Transformation	**Directorate:**	Community and Corporate Services
Position Number:	100054	**Department:**	ICT
Employment Status:	Full-time – 2 years	**Position Type:**	Indoor
Employment Type:	Fixed Term	**Location:**	Council Chambers 374 Main Road, Glenorchy
Classification Structure:	Grade 4		
Reports to:	Business Transformation Manager		

PRIMARY PURPOSE:

The Project Officer – Business Transformation is a central function within the core project team responsible for coordinating this large and complex program-of-work. This role will provide proactive coordination, governance secretariat, documentation quality assurance and administrative support to Phase 2 of the enterprise-wide business transformation program. A key focus of the role is coordinating the complex scheduling of workshops and meetings between business areas, project resources, the ERP vendor and service providers.

Working with initiative and high attention to detail, the role supports the preparation and administration of governance documentation and meetings, coordination of status reports, performs quality assurance and version control across program documentation, and monitors actions and issues to help maintain program momentum.

ORGANISATIONAL REPORTING RELATIONSHIPS:

Internal:

- The Project Officer – Business Transformation reports to the Business Transformation Manager for all operational and management matters.
- The role is a central member of the core project team and liaises with program leadership, business representatives, subject matter experts, governance groups, ICT, Information Management and corporate support functions.
- The role provides governance secretariat to the Executive Project Sponsor and supports the Business Transformation Manager with the coordination and preparation of the governance reports across the program.
- This position has no direct supervisory responsibilities.

External:

- The role liaises with the ERP vendor, implementation consultants, service providers and other external stakeholders regarding workshops, meetings, documentation, actions, issues and program administration.

Accountabilities And Responsibilities	
Coordination and Scheduling	▪ Proactively coordinate activities between business areas, project resources, governance members and the ERP vendor. ▪ Coordinate the complex scheduling of workshops, meetings, demonstrations, reviews and decision-making sessions. ▪ Manage invitations, participant availability, attendance, meeting logistics, online links, venues and the timely distribution of supporting materials. ▪ Maintain the integrated program calendar, forward workshop and meeting schedule, governance timetable and key reporting dates. ▪ Liaise with business areas and the ERP vendor to resolve scheduling conflicts, confirm attendance and ensure participants are appropriately prepared. ▪ Distribute information and communicate required actions, preparation requirements and timeframes. ▪ Follow up meeting outcomes, information requests and agreed actions. ▪ Build and maintain positive, collaborative working relationships across the business and with vendors. ▪ Support timely, clear and professional communication across the program. ▪ Provide day-to-day coordination and administrative support to the program, identifying and progressing requirements without continuous direction.
Project Governance Secretariat	▪ Perform the role of secretariat for program governance bodies, including coordinating the forward schedule and administering governance, project team and working group meetings. ▪ Coordinate the preparation, collation and timely distribution of agendas, meeting papers, presentations, briefings and supporting documentation. ▪ Undertake quality assurance of governance papers to confirm completeness, consistency, accuracy, appropriate approvals, correct versioning and presentation quality before distribution. ▪ Record and distribute clear and accurate minutes, decisions, actions, responsibilities and due dates. ▪ Maintain governance records, membership details, terms of reference, meeting schedules and an accurate audit trail of decisions and approvals. ▪ Monitor and follow up outstanding governance actions and coordinate updates for upcoming meetings.

Project Administration and Reporting	▪ Coordinate contributions to program status reports, dashboards and governance updates. ▪ Prepare draft reports and briefing materials for review. ▪ Maintain action, issue, risk, decision and dependency registers under the direction of program leadership. ▪ Monitor reporting deadlines, follow up outstanding information and escalate overdue or incomplete items. ▪ Maintain accurate records of key program decisions and approvals. ▪ Support the development of, and the consistent use of program templates, processes and administrative procedures.
Documentation and Version Quality Assurance	▪ Undertake detailed quality assurance of business, program, governance and vendor documentation before review, approval or distribution. ▪ Verify document completeness, accuracy, consistency, formatting, naming conventions, metadata, version status and compliance with approved templates and document control requirements. ▪ Maintain effective version control so that current, draft, reviewed and approved documents are clearly identified, and the correct versions are available to stakeholders. ▪ Coordinate document review, feedback, endorsement and approval processes, following up contributors and maintaining a clear audit trail. ▪ Maintain an organised, accurate and accessible program document repository and document register. ▪ Ensure approved and final documents are captured, recorded, retained and accessible in accordance with information and records management
Team-work and Collaboration	▪ Collaborate with all council employees and proactively share knowledge to help build and maintain skills and capability. ▪ Perform duties in a manner that fosters cooperation and maintains positive working relationships with team members. ▪ Show respect for others and their viewpoints, contributing to an inclusive and respectful workplace culture. ▪ Deliver high-quality, compliant work and advice that earns trust and promotes respect from colleagues and the community. ▪ Work collaboratively with team members and stakeholders to achieve outcomes effectively and on time. ▪ Assist in the delivery of daily team operations, participating in team meetings, and allocating work tasks. ▪ Contribute to an inclusive workplace culture by respecting diverse perspectives and encouraging open, constructive communication ▪ Take ownership and responsibility for delivering activities that benefit the community and align with council goals, strategic and annual plans.
Customer Service	▪ Represent the Council in a professional and positive manner ▪ Ensure that a high standard of customer service is maintained to both internal and external customers. ▪ Identify and contribute to opportunities for continuous improvement in service delivery.

Organisational Responsibilities	▪ Take ownership of work priorities to ensure tasks are completed accurately, efficiently, and to a high standard. ▪ Ensure all assigned work is delivered within agreed timeframes, budgets, and quality expectations. ▪ Support and promote a diverse and inclusive workplace culture that prioritises the safety and wellbeing of children, young people, the community, and employees. ▪ Employees may be required to perform additional duties that are within the scope of their skills, competencies, and training, consistent with their classification level. These duties may be undertaken across various areas of the Council, as directed, to support organisational needs and service delivery. ▪ This role may require reasonable after-hours activities and overtime when required by business needs.
Governance, Risk and Compliance	▪ Undertake all activities in accordance with Council's code of conduct, values, policies, procedures, delegations and legal obligations. ▪ Comply with Work Health and Safety (WHS) policies, procedures and safe work practices. ▪ Promptly report hazards, incidents, injuries or unsafe practices in accordance with Council requirements. ▪ Ensure adherence to all relevant legislation, regulations, and organisational standards to maintain compliance with legal, safety, and certification requirements. ▪ Proactively identify areas of non-compliance and support the implementation of corrective actions. ▪ Maintain current knowledge and expertise in relevant fields, including awareness of industry best practices and updates to legislative and regulatory frameworks. ▪ Monitor compliance with applicable Acts, Regulations, and standards to meet legal and certification requirements, report non-conformances and implement corrective actions as needed. ▪ Participate in professional development and training activities and maintain up-do-date certifications and complete all mandatory compliance and training requirements.

Key Selection Criteria	
Essential Qualifications	▪ Relevant qualification in business administration, project management or a related discipline, or demonstrated equivalent experience supporting complex, highly governed projects involving external vendors and multiple internal stakeholders.
Desirable	▪ Experience supporting ERP, digital technology enterprise-wide business transformation programs of work. ▪ Experience working within local government, another public-sector organisation or a similarly complex and regulated environment.
Licences	▪ Current registration to work with vulnerable people (RWVP) ▪ Drivers Licence (preferred but not essential)

Skills and Experience	▪ Demonstrated experience in a project officer, program, governance or technology enabled transformation support role within a complex organisational environment. ▪ Demonstrated experience in coordinating and scheduling workshops and meetings, documentation, reporting and administrative processes involving internal stakeholders and external vendors. ▪ Demonstrated experience providing governance secretariat support, including preparing agendas and meeting papers, recording minutes, decisions, monitoring and following-up actions. ▪ Demonstrated experience undertaking document quality assurance and applying templates, naming conventions, version control, approval workflows and records management practices. ▪ Excellent written and verbal communication, interpersonal, skills and organisational and demonstrated ability to build positive and collaborative working relationships. ▪ Exceptional attention to detail, priorities and commitment to producing accurate and timely high-quality work.

Work Environment

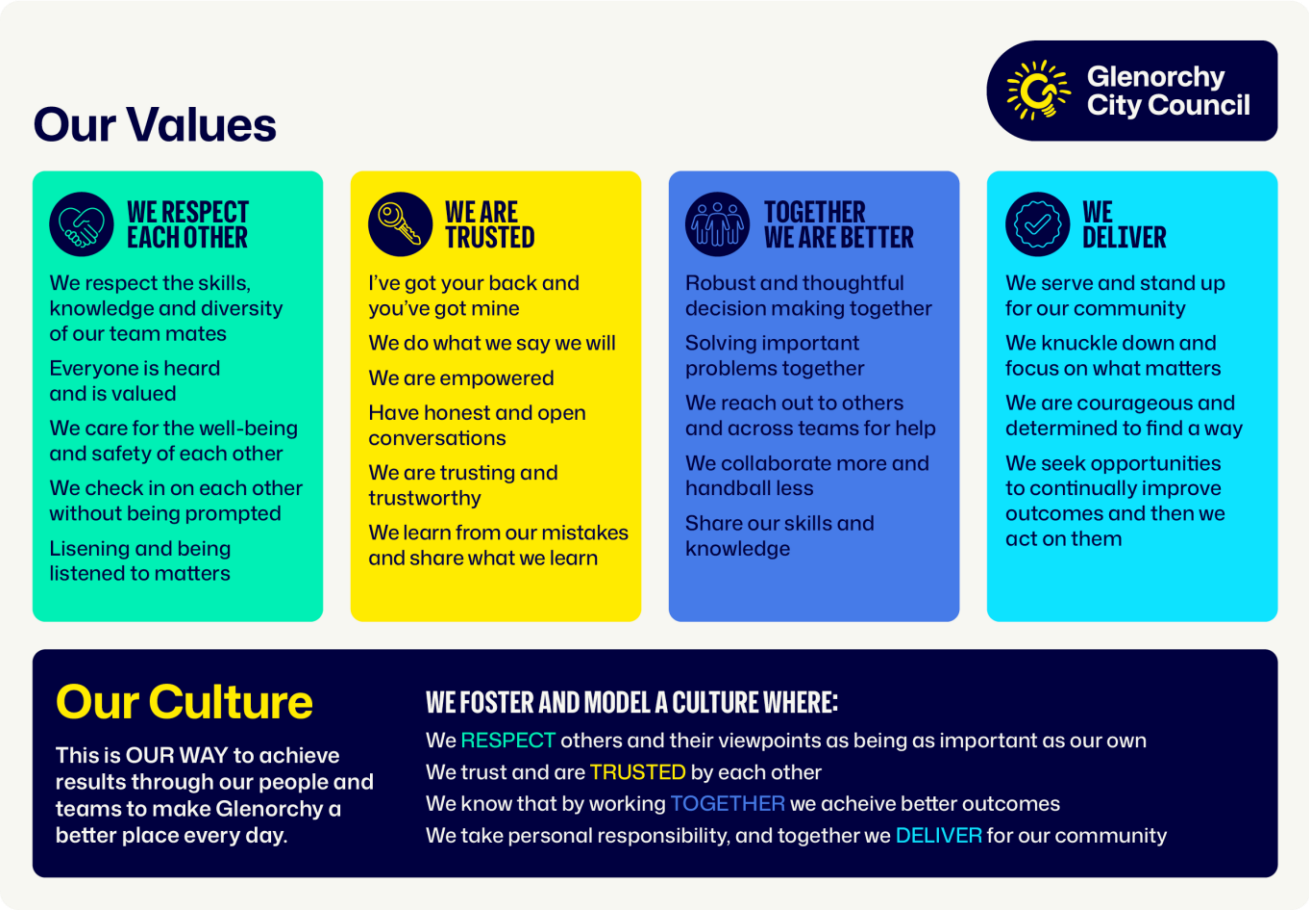
Glenorchy City Council is a values-based organisation, committed to attracting, recruiting, and retaining individuals who uphold our values and actively contribute to the positive culture we aspire to build.

We are dedicated to maintaining high standards of performance in all areas, particularly in relation to Community, Work Health and Safety, Diversity, and Child Safety. All employees are expected to contribute to a safe and inclusive work environment by:

- Promoting and maintaining safe working conditions and practices.
- Supporting fair and equitable access to employment, promotion, training, and personal development.
- Actively working to eliminate workplace harassment and discrimination.
- Ensuring compliance and reporting obligations to safeguard children and young people.

The behaviours and performance standards expected of all Council employees are governed by our Code of Conduct, Workplace Values, Directives and guidelines.

Please note that Glenorchy City Council is a drug, alcohol, vape and smoke-free workplace.



ACKNOWLEDGEMENT:

I have read and agree to abide by the requirements of this position description.

Employee Name:			
Employee Signature:		**Date:**	