



POSITION DESCRIPTION

Position Title:	Project Support Officer		
Classification:	Band 5	Status	Full time ongoing
Group:	Infrastructure and Environment	Business Unit:	Community Infrastructure Delivery
Reports to:	Team Leader Civil Projects		
Direct Reports:	Nil	Date:	August 2025

ORGANISATIONAL CONTEXT

Cardinia Shire Council is committed to building a sustainable shire for present and future generations to enjoy. Council plays an important role in contributing to life in our community. We provide services which supports the wellbeing of our residents now and into the future.

To deliver on our commitment, we are developing a skilled and professional workforce that embraces our organisational culture, values, and demonstrates key leadership capabilities. Our culture is defined by working together, working differently, and working for the future. We value teamwork, respect, accountability, communication, and customer focus. These values underpin our work and our behaviours ensuring we deliver on the Council's vision while maintaining a healthy, engaging, and inclusive workplace.

POSITION OBJECTIVES

This role provides an exciting opportunity to join the Civil Projects Team and collaborate with other stakeholders both within Council and external, delivering a wide range of projects with involvement from project initiation and design right through to construction completion.

This position is responsible for the provision of support in the delivery of Council's Civil Projects Works Program, providing general administration support to the Community Infrastructure Civil Projects team. This role will also be expected to project manage some minor works, conduct site inspections and liaise with contractors and consultants as required.

The Project Support Officer will be responsible to support project managers in the preparation of general project documentation and facilitate financial tracking of projects. This position will provide key input towards ongoing administration and process improvements of the Project Development team.

KEY RESPONSIBILITIES AND DUTIES

Key responsibilities include, but are not limited to:

- Coordination and reporting on Project Development.
- Assist in the preparation of the Capital Works Program tenders, reports, Purchase Orders, responses to variation claims.
- Undertake investigative work including site inspections for Civil Projects team.



- Project manage some minor works.
- Provide assistance to the Civil Projects Project Managers.
- Keep current and maintain data, and relevant information for the Civil Projects Program including Council's Asset Management system, CRMs and various other information systems.
- Keep current and maintain Project Management Framework (PMF) documentation.
- Facilitate and organise meetings, compiling information including actions, reports, agendas and minutes.
- Support the submission of reports and development of requirements as they relate to OHS/Risk matters. Maintain Project (Sharepoint) files, review processes and identify improvements.
- Undertake contract administration tasks to support project managers including raising of purchase orders, processing of invoices, contract compiling, independent minute recording at site meetings, and reporting.
- Coordinate project financials and maintain relevant systems and documentation.
- Maintain and coordinate the project handover process in collaboration with the Project Managers.
- Work with the Communications and Engagement Team in preparing information on Projects to be made available to stakeholders, including, but not limited to the Community and Councillors.
- Investigate and respond to complaints about public lighting, including organising repairs and new light installations.
- Work in collaboration with other internal stakeholders including Client Services & Systems officers in providing general support and ongoing needs across the Civil Projects portfolios, including other duties as directed.

POLICY AND PROCEDURE COMPLIANCE

- Adhere to (and promote) HR, IT, OH&S/Risk Management policies, procedures and practices.
- Demonstrate understanding and accountability for record keeping policy including the accuracy and capture of data, the sensitivities involved and the release and destruction of documents.

OCCUPATIONAL HEALTH & SAFETY RESPONSIBILITIES

- Take reasonable care for the health and safety of yourself and others in the workplace, ensuring we provide and maintain a working environment that is safe and without risk to the health of employees, contractors, visitors and the general public, as far as is reasonably practicable.
- Ensure all legislative and regulatory responsibilities are addressed and met in relation to occupational health and safety.
- Responsible for ongoing consultation with employees, employee health and safety representatives and supervisors to identify and eliminate hazards and risks in the workplace.
- Ensure hazards, incidents, near misses and injuries are reported immediately and recorded within the appropriate system.
- Actively participate in the planning and execution of Return-to-Work plans as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Freedom to act set by clear objectives with frequent consultation with supervisor and a regular reporting to ensure adherence to plans.
- Decisions and actions taken are subject to review by the supervisor.
- Act in accordance with position objectives, with regular reporting to ensure adherence to position goals and objectives.
- Make operational decisions within the scope of work allocated.
- Accountability for the quality, accuracy and effectiveness of work produced.
- Freedom to act in accordance with legislative requirements and organisational policies and processes.

JUDGMENT AND DECISION MAKING

- Objectives of the work usually well defined, but method, technology, process or equipment must

be selected from a range of available alternatives.

- Guidance and advice is usually available within a time to make a decision.
- May involve problem solving using guidelines, professional/technical knowledge or experience.

SPECIALIST KNOWLEDGE AND SKILLS

- Ability to develop and maintain effective relationships with a diverse range of stakeholders to achieve desired outcomes.
- Ability to research and analyse information and prepare reports for consideration.
- Demonstrate initiative in managing work outcomes, opportunities, and challenges.
- An understanding of the long-term goals of the wider organisation and of its values and aspirations and a understanding legal and political context in which it operates.
- Possess a knowledge of systems and protective factors around keeping children and young people safe including child first and child protection reporting/services including Child Safe Standards.

INTERPERSONAL SKILLS

- Possess excellent communication and interpersonal skills with the ability to clearly articulate and present information as required.
- Ability to work independently yet be an effective member of a multidisciplinary team.
- Ability to gain the cooperation, assistance and trust of other employees with the organisation.
- Provide high-quality support and guidance with a demonstrated ability to work collaboratively.
- Proven ability to build and maintain productive and respectful relationships.
- Proven ability to maintain high levels of confidentiality.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

MANAGEMENT SKILLS

- Ability to ensure accuracy of written and verbal communication in a busy environment.
- Ability to operate in an environment with demanding workloads and time constraints.
- Develop and implement processes and provide support to the organisation when change is required.
- Ability to manage own time, set priorities and achieve targets within allocated budgets and resourcing, and where appropriate, that of other employees.
- Contribute to a collaborative and innovative values-based culture.
- Foster innovation and make suggestions to improve work practises and processes.

QUALIFICATIONS AND EXPERIENCE

- Completion of a Certificate in Business (Office Administration) or similar experience is desirable.
- Some experience in Project Management an advantage
- Experience in the use of computers including skills in the use of the Microsoft Office programs.
- Experience in financial management, including budget management, accounts payable and receivable functions would be highly regarded.
- Experience in construction contract administration is desirable.
- Knowledge and experience in computer operating systems such as; TechOne, Conquest, Excel, SharePoint, CRMs or other similar systems
- Communication and interpersonal skills with the ability to clearly articulate and present information as required.
- A current Victorian Drivers Licence

KEY SELECTION CRITERIA

- Communication, negotiation and interpersonal skills with the ability to clearly articulate and present information as required.
- Able to make sound decisions based on experience and good judgement.
- Demonstrated understanding of contract and program (e.g. service delivery like capital works program) administration
- Knowledge of Council policies, procedures and relevant acts and regulations.
- General understanding of Project / Contract Management practices in a local government setting is desirable
- Ability to deal effectively, diplomatically and confidentially with enquiries and concerns.
- Effective customer service skills, with a strong desire to provide helpful and accurate advice and assistance to employees.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Cardinia Shire Council Enterprise Agreement 2024 and Cardinia's policies and procedures.

Tenure

This is a full time, ongoing position.

Pre-employment checks

All appointments are subject to a National Police Record Check, pre-employment medical check, and a six-month probationary period (new employees only). Certain positions may also require a Financial Background Check, Traffic Check or Working with Children Check.

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