

POSITION DESCRIPTION

Senior Project Officer – Strategic Projects

ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

Our Vision A profoundly diverse and inclusive Australia, a place where extraordinary diversity enhances the lives of all.

Our Mission To provide high quality, culturally safe and responsive services for people from diverse backgrounds. As a committed partner of our community we advocate, promote inclusion and champion belonging.

Our Purpose For everyone to 'feel at home'

Our Values

- Belonging:** being welcoming, creating safe spaces for people to speak up, actively listening and striving to understand our different perspectives and journeys (clients and colleagues)
- Respect:** treating everyone with dignity and fairness, owning our mistakes, showing kindness and empathy to ourselves and others
- Connection:** working as one team with the wisdom of collaboration, sharing information transparently, resolving conflicts constructively and nurturing partnerships
- Excellence:** seeing possibilities to continuously improve, overcoming obstacles to change, being curious, open minded and actively seeking feedback and evidence to guide our work.

POSITION CONTEXT

Spectrum's strategic plan provides a roadmap for how we can strengthen our role in creating a profoundly inclusive Australia. Central to our strategic plan is ensuring that we deliver the best experience and outcomes for our clients, support our workforce to do their best, grow our reach, partner with others and advocate for a more inclusive society.

The senior project officer plays a critical role in driving the successful implementation of our strategic plan by helping to design great solutions, plan and manage projects, and inspire and support staff and other stakeholders to participate. Their contributions are essential for helping to navigate ambiguity, build alignment and foster confidence, thus helping us deliver projects which grow the impact we make.

For projects to really lead for change, we believe project management requires:

- Project management skills that can be applied to the uncertain environment that not-for-profits operate
- Design thinking skills to ensure that projects are designed with the end users in mind, are viable, feasible and desirable and can be refined over time (motivated to develop skills in this area)
- Change management so that stakeholders feel excited and equipped for the change.

KEY RESPONSIBILITY

Project management of strategic projects	<ul style="list-style-type: none"> • Provide project management oversight of strategic projects from inception through to conclusion with key responsibilities including, but not limited to: <ul style="list-style-type: none"> ○ Writing business cases and grant applications to support project inception ○ Gathering evidence through desktop research and consumer engagement ○ Using design thinking to create well considered projects that can be refined over time
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KEY RESPONSIBILITY	
	<ul style="list-style-type: none"> ○ Preparing project documentation for all phases of the project life cycle to ensure projects are well thought out, stakeholders have a shared understanding of the project and to enable tracking and refinement of the project over time ○ Implementing change management so that staff understand and engage in the purpose of the project and are equipped to incorporate new processes or techniques ○ Facilitating a cohesive project team that is clear about roles and responsibilities and eager to maximise the impact the project can make ○ Communicating project progress and outcomes to build clarity and build the case for change ○ Engaging with stakeholder to grow our reach and impact
SECONDARY RESPONSIBILITIES	
Contribute to Strategic Thinking	<ul style="list-style-type: none"> ● Actively support an organisational culture that embeds Spectrum's Values and promotes accountability, good governance, and staff well-being. ● Contribute to the strategic thinking required to implement the strategic plan considering prioritisation, sequencing and integration of projects; and opportunities for increasing efficiency, effectiveness and sustainability
Enhance Oversight of Strategic Projects	<ul style="list-style-type: none"> ● Support the governance of strategic projects including collating monthly progress reports for strategic projects ● Contribute to the implementation of an impact measurement framework
Build our Project Management Tools and Processes	<ul style="list-style-type: none"> ● Support the development and implementation of project management, design thinking and change management tools, templates and processes ● Leverage IT systems to support better project management
Support our people in Projects	<ul style="list-style-type: none"> ● Create a compelling narrative that enthuses people to contribute to the project, ● Provide opportunities for collaboration, regular communication, clear direction and empowerment throughout projects ● Support the project management capability uplift of staff through coaching and mentoring staff in: <ul style="list-style-type: none"> ○ core project management domains such as creating project plans, scheduling and budgeting (PMBOK) ○ adjacent project management areas such as workshop facilitation, design thinking, minimum viable product, storytelling for influence, systems thinking, complexity theory, consumer engagement, written and oral communication skills, monitoring and evaluation ○ various project management methods: agile, kanban and waterfall ● recognise and celebrate the contribution of project team members
Quality improvement & compliance	<ul style="list-style-type: none"> ● Stay updated on industry trends and make recommendations for optimising performance. ● Support the development and use of clear, consistent, and transparent processes and internal controls and compliance. ● Regularly review processes and support the manager to make required changes to ensure streamlined and clear processes and controls.
Stakeholder Management	<ul style="list-style-type: none"> ● Engage with consumers and members of the community to support better project outcomes ● Develop and sustain positive working relationships with key internal and external stakeholders.

KEY SELECTION CRITERIA	
Qualifications	<ul style="list-style-type: none"> • Tertiary qualification and/or equivalent relevant experience in a human service field • Training and/or relevant experience in: <ul style="list-style-type: none"> ○ Project management (essential) ○ Change management (desired) ○ Design thinking / human centred design (desired) ○ Facilitation skills (desired) ○ Systems thinking (desired) ○ Project governance (desired) ○ Monitoring and evaluation (desired)
Skills & Experience	<ul style="list-style-type: none"> • Sector experience: Demonstrated generalist experience contributing to positive change in the human service sector • Project management: understanding and experience in planning and implementing projects in not-for-profit or similar environments for change and improvements • Change management: Proven experience using change management principles in project management delivery • Stakeholder engagement: Experience in building rapport, listening deeply and negotiating with empathy so that people feel listened to and become engaged in helping ensure the success of the project • Design thinking (desired): experience in human centred design or co-design principles
Personal Qualities & Behaviours	<ul style="list-style-type: none"> • Client centred; Exemplify a mindset that holds the client (and what matters to them) in central focus • Organisation; Demonstrate a proficient level of organisation, planning and time management to give projects momentum and rigour • Curiosity; Wonder “why is it so?” and “how might we?” • Agility; An ability to adapt to change and be resilient to uncertainty and set-backs • Optimism; A positive, can-do attitude and a belief that the system can be better • Self-starter; An ability to work independently and take initiative • Collaborator; Able to build coalitions for change and work effectively within a team • Empathic; able to listen deeply, navigate issues, relationships and situations with sensitivity
Mandatory Compliance Documents Required for this position	<ul style="list-style-type: none"> • Clear ‘Police Check’, within the last twelve months • Current Working with Children Check card • Must satisfy all visa requirements for working in Australia.

POSITION INFORMATION	
Location	Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine
Award	Social, Community, Home Care and Disability Services Award
Classification	Level 7 pay point 1
Employment Period	Fixed term 2 years
Hours of Employment	4 days to full-time

KEY RELATIONSHIPS	
Department	Corporate Services
Reports to	Strategic Projects Lead

KEY RELATIONSHIPS	
External	External partners as per project requirements including vendors, funders and stakeholders

KEY SYSTEM AND EQUIPMENT USAGE
<ul style="list-style-type: none"> • Microsoft Windows Office Suite • Miro • Canva • Project management software (being selected)

ADDITIONAL INFORMATION	
Work Health & Safety	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
Australian Work Rights	All employees must be permanent residents of Australia or hold a current, valid visa.
COVID-19 Mandatory Vaccination Directives	In line with the government public health directions and the safety and wellbeing of our people, we may require you to have up to date COVID-19 vaccinations, unless exempt.
National Criminal History Check	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
International Criminal History Check	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
Working with Children Check	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
NDIS Worker Screening Check	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
Policies & Procedures	All employees must abide by the organisations Policies & Procedures.

OTHER RELEVANT INFORMATION
<p>This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in response to the strategic direction of Spectrum, and the development of the skills and knowledge of the position.</p>

EMPLOYEE DECLARATION

I acknowledge that I have read and understood the requirements of the position as detailed above. I also understand that the list of key tasks is not intended to be complete. Other tasks will be assigned from time to time at the discretion of Spectrum to meet the needs of the organisation.

Employee name:	Signature:	Date:
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Position Title		Date Updated	
Department		Review Date	