



Position Title: Project Support Officer

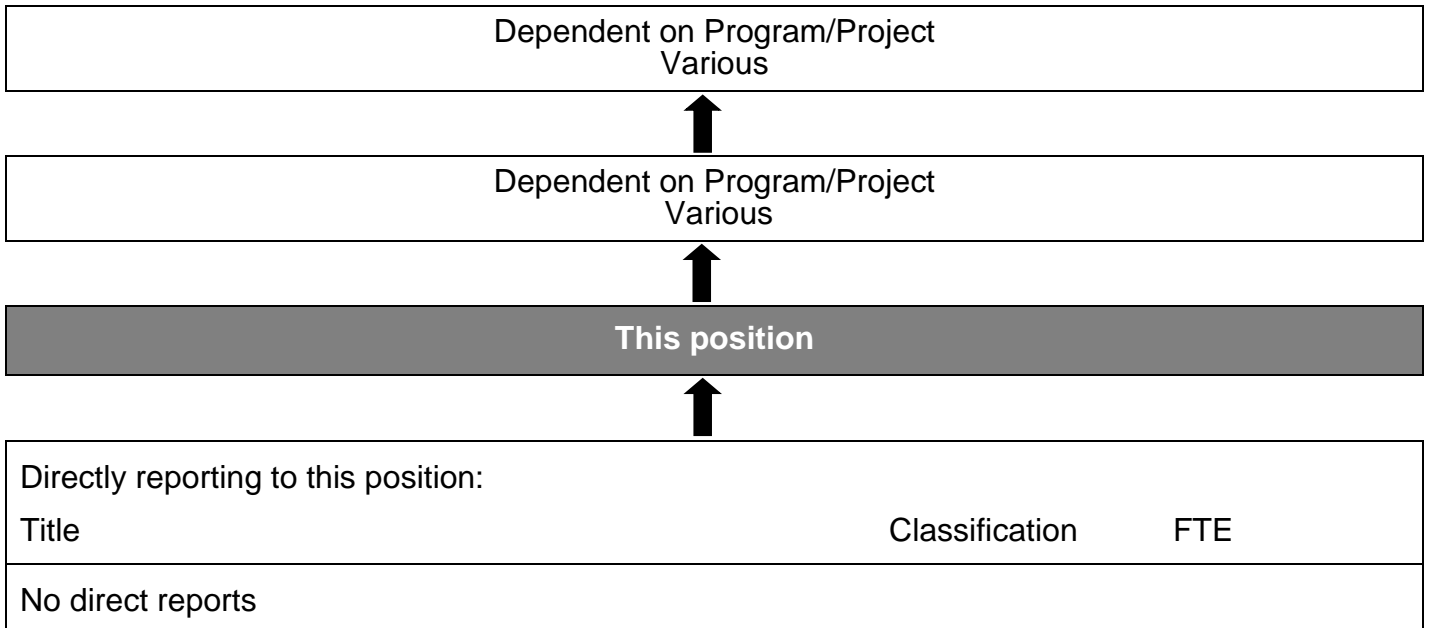
Classification	HSO Level G6
Employment Instrument	Health Salaried Officers Agreement
Organisation	Health Support Services
Business Unit	Program Delivery
Function	Major Programs/Portfolio Delivery
Location	Perth Metropolitan Area

KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Program Delivery Business Unit, the Project Support Officer is responsible for:

- Supporting the effective and efficient delivery of key ICT projects across the Health system by providing high level administrative, governance and organisational support to Project Managers and project teams.

REPORTING RELATIONSHIPS:



ORGANISATIONAL CONTEXT:

Health Support Services (HSS) is the shared service centre for the WA public health system. We provide a suite of services to more than 50,000 employees across WA's public health services and hospitals. Our services include:

- Information, communication and technology services (ICT)
- Procurement and supply
- Workforce services, including payroll, recruitment and appointment and workforce data
- Financial services
- Delivery of customer-driven programs and projects

Our vision is to provide great services to our customers, be known as a valued partner, and support the health of all Western Australians. We seek to achieve this by delivering on our purpose of supporting our customers to provide excellent health care.

Whether you work in our corporate offices, at our customer sites, or out at our warehouses – collectively, our focus is on providing simple, reliable, responsive and sustainable services.

We are a workforce of over 1,200 innovative, dedicated and enthusiastic people. We embrace diversity and believe that our best services come from a workplace where varied perspectives and experiences are welcomed and encouraged.

We are undergoing a major business transformation to establish HSS as a modern shared services organisation and we're seeking the right people to grow our team. It is an exciting time in the health sector and a defining period for HSS.

HSS VALUES



We put our customers at the heart of what we do



We value and care for each other



We promise, we own, we do



We will find a way



We make a difference together

Our values guide our behaviours and the way we interact with our customers and each other.

BUSINESS UNIT ROLE:

The Program Delivery Business Unit is responsible for the delivery of the ICT program and project portfolio required to support the WA health system's strategic objectives and maintain the provision of critical ICT infrastructure and applications for the WA health system. This includes the delivery of clinical, integrated care, infrastructure and corporate ICT programs and projects per the defined scope, cost and schedule, via robust and effective management.

POSITION RESPONSIBILITIES:

HSS Participation (Self):

- Maintains a culture of putting customers at the heart of everything we do and demonstrates a constant approach to the organisation, values and behaviours.
- Contributes effectively to business improvement and change management activities.
- Undertakes all duties in accordance with the WA health system's Code of Conduct, WA Public Sector Code of Ethics, Occupational Safety and Health and Equal Employment requirements, and other relevant legislation.
- Proactively contribute in maintaining the HSS Occupational Safety and Health Management (OHS) Framework.
- Takes personal accountability of own performance, and participates in all performance development activities.
- Collaboratively engages with team members, encouraging discussion whilst harnessing different viewpoints creating positive outcomes for key stakeholders.

Role Specific Responsibilities and Key Outcomes:

- Provides administrative and logistical support for Project Managers and project teams.
- Provides secretariat support for committees including meeting organisation (e.g. scheduling, agenda preparation and document distribution), minute taking and management of actions list.
- Maintains meeting schedules.
- Maintains key project documentation to ensure completeness and accuracy.
- Maintains and reconcile project resource plan records.
- Assists in the development and tracking of resource and funding requests.
- Advises on approval processes to assist in meeting agreed timelines.
- Assists and participates in Project documentation quality reviews.
- Assists with maintenance of the Program Risk and Issues Register.
- Creates and prepares regular and ad hoc reports as required which may involve:
 - Assisting with the production of project related documentation and Project Status Reports;
 - Liaising with Project Teams to facilitate data capture and verify milestone/activity progress status;
 - Extracting project expenditure information;
 - Analysing data;
 - Drafting written comments for quality review;
 - Distributing reporting and seeking required authorisation sign offs;
 - Updating and maintaining Project Logs and decisions register.
- Prepares and maintains work instructions for reporting processes
- Supports Project Team through facilitating information flow between projects and the HSS Project Management Office.
- Assists in reconciling regular and ad-hoc Budget and Expenditure records and costs.
- Assists with recruitment process for project teams.
- Other duties as directed.

SELECTION CRITERIA:

ESSENTIAL CRITERIA:

1. Able to apply strong organisational skills within a dynamic environment.
2. High level conceptual, analytical, research and evaluation skills.
3. Highly developed written communications skills including the ability to prepare comprehensive reports.
4. Excellent interpersonal skills including well developed verbal communication skills and negotiation skills.
5. Proficiency in Microsoft Office Suite including Excel formulae.
6. Able to work autonomously with a distributed team environment.

DESIRABLE CRITERIA:

1. Experience in project activity, project management or a Project Management Office.
2. Accreditation or formal training in a project management framework such as PRINCE2.
3. Able to use relevant software tools such as Microsoft Project and Visio.
4. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment and service delivery.

APPOINTMENT FACTORS

Appointment is subject to:

- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity Check
- Pre-Employment Health Assessment

The details contained in this document are an accurate statement of the deliverables and other requirements of the job.

Version control	Description	CRC Approval Date	Registered Date
Vs 3.0	JDF Amended	31/08/2020	6/12/2022