



Job Description Form

Our Purpose

To provide safe, customer-focused, integrated and efficient transport services.

Position Title Program Support Officer – Business Transformation	Level 4	Position Number 36548 (Nominated)
Division/Directorate Finance & Contracts	Branch/Section Business Transformation & Capability	
Effective Date May 2026	Health Task Risk Assessment Category 5	

Reporting relationships

Superordinate: Governance and Assurance Lead, Level 7

Subordinates: No Direct Reports

Key role of this position

The Public Transport Authority's (PTA) Business Transformation Program (BTP) will fundamentally reshape the organisation, its processes, technology, and data to enable better ways of working and improve the services and insights delivered by our key corporate functions.

The Project Support Officer is responsible for providing high level program and administration support for PTA's Business Transformation and Capability Program in the Finance and Contracts Division. The role coordinates and monitors program activities, supports commercial and financial processes and acts as a key liaison point for stakeholders involved in the program.

The position is a proactive all-rounder that anticipates requirements, supports delivery outcomes, and contributes across program, administrative, communication and commercial activities.

Core duties and responsibilities

Program Support

- Supports the Program Leads administrative activities.
- Coordinates meetings and workshops, distributes agendas and records minutes and follows up on actions to support delivery outcomes.
- Acts as a key liaison point for internal and external stakeholders involved in the program.
- Uses initiative to respond to the requirements of stakeholders in a timely manner and anticipates upcoming needs.
- Supports the coordination of the program through planning, risk management and performance monitoring.
- Collates timely, high-quality documentation and presentations relating to the program.
- Supports monthly monitoring and reporting on the progress of program activities.
- Reviews information and data to support decision-making and provide insights to Program Leads..
- Carries out other duties as required.

Commercial and Financial Support

- Supports low-risk procurement activities and uses established contracts in accordance with policies and procedures.
- Assists with invoice processing, reconciliation and monitoring expenditure against program activities and contracts.

Administrative & Business Support

- Provides administrative and secretariat support including correspondence, document preparation and record keeping.
- Supports the coordination of recruitment and onboarding activities, including system access, inductions and IT provisioning.
- Organises meetings, venues and logistics including workshops, interviews and events.
- Maintains program documentation, contact lists and shared information repositories.
- Supports the preparation of presentations, communication materials and reports.
- Promotes continuous improvement and contributes to enhancing processes and work practices.
- Contributes to maintaining registers (e.g. procurement, risks and compliance) and ensuring information integrity.

SELECTION CRITERIA

1. Core Competencies

- Highly developed planning, coordination, and administrative skills.
- Experience in managing and prioritising multiple activities in a complex environment.
- Demonstrated ability to manage stakeholder expectations across competing priorities.
- Experience in the management of information including collation of reports and presentations.
- Understanding of finance, accounting and/or project environments.
- Exposure to financial, procurement or contract administration processes.
- Demonstrated ability to work across multiple disciplines in a fast-paced environment.

2. Communication

- Communicates clearly and confidently communicates with stakeholders at all levels.
- Identifies key messages and information for decision-making and distribution.
- Demonstrated ability to interpret information and develop clear, concise reports and presentations.

3. Interpersonal

- Builds and maintains productive relationships with internal and external stakeholders.
- Creates a supportive and cooperative team environment.
- Ability to reflect on own work and continually learn and improve.
- Understands how own work aligns with and contributes to the program objectives.

4. Conceptual, Analytical and Problem Solving

- Well-developed analytical skills with the ability to interpret and summarise information in a digestible format.
- Ability to identify issues early and apply problem solving skills and implement practical solutions in a dynamic program environment.

5. Computer Competency

- Demonstrated high-level computer skills.
- Ability to use applications to enhance the presentation and communication of information.

6. Special Requirements

- Satisfactory completion of required medical examinations to verify physical fitness to perform the duties of the position.
- Provision of a current National Police Clearance certificate dated 3 months or less from the date of application for the position.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Managing Director / Executive Director / General Manager

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Signature

.....
Date

Employee

I have read and accept the responsibilities of the Job Description Form.

The position's duties are to be performed in accordance with the PTA's Code of Conduct and the PTA's Values.

.....
Signature

.....
Date