

## Position Title: Project Support Officer

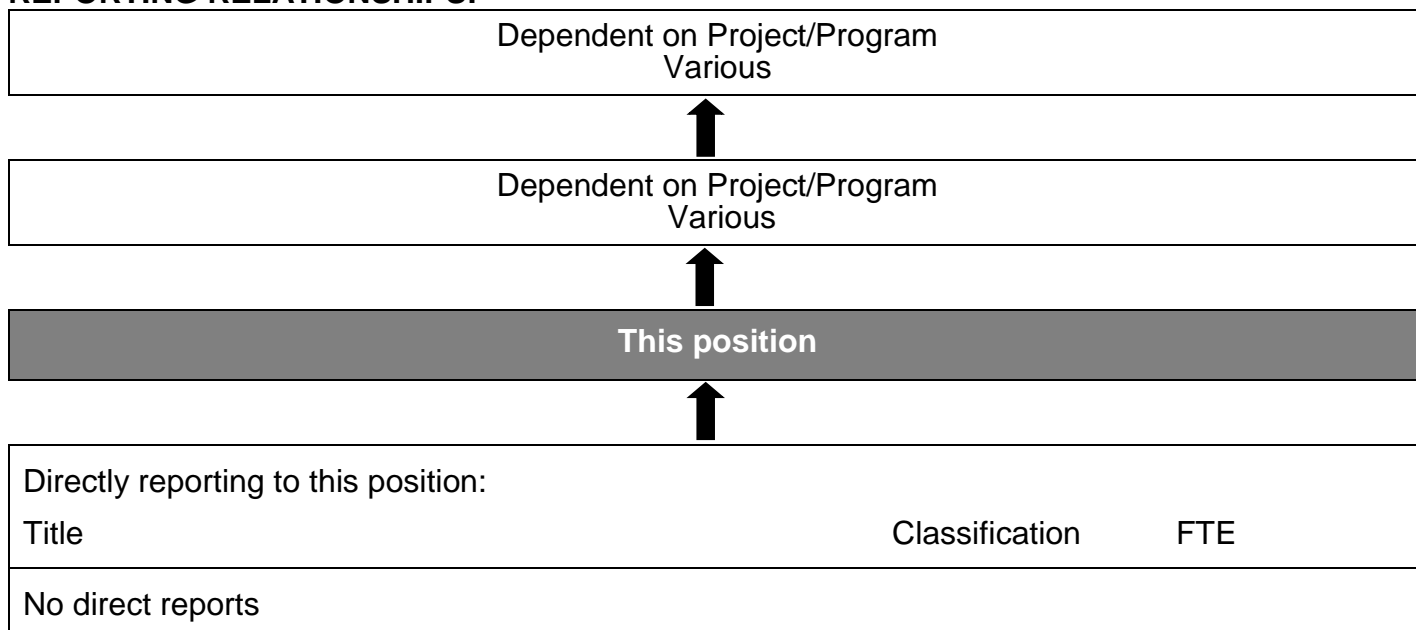
<b>Classification</b>	HSO Level G6
<b>Employment Instrument</b>	Health Salaried Officers Agreement
<b>Organisation</b>	Health Support Services
<b>Business Unit</b>	Transformation and Strategy
<b>Function</b>	Program Delivery
<b>Location</b>	Perth Metropolitan Area

### KEY ROLE STATEMENT

As part of the Health Support Services (HSS) Transformation and Strategy Business Unit, the Project Support Officer is responsible for:

- Supporting the effective and efficient delivery of key Transformation and Strategy 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 Health system. HSS was established in 2016 under the Health Services Act 2016 (WA) and transitioned to be governed by a Board in July 2020.

HSS provides a suite of services to support WA public hospitals and health services to deliver excellent health care. These services include ICT, Procurement & Supply, Employment, Payroll and Financial Services.

HSS's values underpin everything we do. We are committed to enhancing the experience of our customer by delivering simple, reliable and responsive shared services, and create partnerships to find solutions.

HSS actively seeks to empower a "Think Customer First" culture with skilled, motivated and experienced teams of people. With a commitment to equity and diversity, relationships are based on trust, mutual respect and the acceptance of responsibility and accountability. HSS is committed to career development, professional learning and the wellbeing of our employees.

## HSS PURPOSE AND VALUES

Purpose

**We support our customers to provide excellent health care**

Overarching KPI = Customer Satisfaction Score (CSAT)

Values

Think  
customer first

We promise,  
we own, we do

We will find  
a way

We make a  
difference together

## BUSINESS UNIT ROLE:

The HSS Transformation and Strategy Business Unit is responsible for HSS-wide strategy, as well as delivering the transformation program to modernise HSS, driving effectiveness and efficiency changes, improving customer outcomes and reducing costs for the WA health system. This includes program and project delivery and resourcing (including management of external resources), oversight and management of organisational wide change impacts, ongoing performance improvement and management, and governance and reporting across HSS' transformation portfolio.

## POSITION RESPONSIBILITIES:

### HSS Participation (Self):

- Maintains the HSS “Think Customer First” culture and demonstrate 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 reconciles 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. 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 1.0	JDF Created	31/08/2020	13/09/2021