

PROJECT OFFICER JOB DESCRIPTION

POSITION:	Project Officer
SALARY:	SCHADS Award Level 6 (\$87,568 - \$91,438 p/a)
CONTRACT PERIOD:	Commencement date until June 2021 (potential for extension depending on funding)
LOCATION:	Barton, ACT

EMPLOYMENT:

This position is a fixed term position to support projects of COTA Australia based in our Canberra office. The position is a contract position available from the date of employment to 30 June 2021. COTA is an equal opportunity employer and provides flexible working conditions.

The position is available as a full or part time position (minimum 0.6 FTE)

COTA Australia is the leading advocacy peak body representing the interests of older Australians and has offices in Canberra and Melbourne. The Project Officer will provide support to current and future project teams with a strong focus on data management and project coordination

Examples of current projects and types of activities the Project Officer will support include:

- **Aged Care System Navigators** – The Aged Care Navigators project coordinates 64 trial sites operated by 30 organisations as part of a consortium. The Project Officer will support the project through coordinating project management methodologies and in particular monitoring of deliverable timeframes. The Project Officer will support the management of data from consortium partners to ensure compliance with agreed business rules.
- **COVID-19 Support Line** – The COVID-19 Support Line runs a small call centre to support older Australians with COVID-19 information, particularly those without internet access. The Project Officer will support the project through coordinating project management methodologies and in particular monitoring of deliverable timeframes. The Project Officer will support call centre functions including reporting and the sourcing of outbound calls.

RESPONSIBLE TO:

The Chief Executive through the Deputy Chief Executive

OBJECTIVES OF THE POSITION

The Project Officer will support the work of COTA Australia project management staff to deliver high quality and cost-effective project deliverables on time.

The role is ideal for a resourceful and solutions focused person interested in maximising the potential of existing tools and digital solutions.

DUTIES AND RESPONSIBILITIES

1. Project Coordination

- Implement project management methodologies to identify tasks against deliverables as per agreed project plan
- Monitor and report on project activities against agreed project plan
- Coordinate stakeholder events including advisory group meetings
- Prepare project updates/reports as required

2. Data and process management

- Check and cleanse data to ensure compliance with business rules
- Prepare reports using visualisation software
- Data analytics including through use of Tableau, Excel or other such software
- Identify process improvements to support efficient delivery of the project

3. Project Support

- Prepare meeting and consultation paper packs as required
- Provide support and assistance with planning, implementation and evaluation of activities relating to the aims and objectives of current projects
- Assist with the design and development of project products and tools
- Maintain and develop orderly and accurate digital copy of meeting and consultation records
- Update website using WordPress and various tools to support project
- Work with internal and external stakeholders to achieve optimal outcomes
- Prepare summary reports as required

4. Other Duties

- Answer the telephone and manage email contact from members, stakeholders and the general public, referring to staff appropriately, as required
- Provide administrative support including attending meetings and taking minutes or record keeping as required
- Prepare materials for other COTA publications as required
- Other duties as directed

KEY SELECTION CRITERIA

1. Prior experience in a project support role in the community sector and/or call centre environment
2. An understanding of project management principles including planning, monitoring and evaluation
3. Demonstrated competency in data management and analytics
4. Demonstrated competency in written and verbal communication skills
5. Demonstrated capacity to learn and acquire new digital skills and get the best out of existing software (including all Microsoft Office applications; with desktop publishing and WordPress skills well-regarded)
6. A positive solutions focused attitude, with attention to detail and ability to meet tight and multiple deadlines
7. Ability to work independently and within a small team on own initiative, demonstrating resourcefulness and managing competing priorities