

PROJECT SUPPORT COORDINATOR

POSITION DESCRIPTION

Position Title:	Project Support Coordinator
Responsible To:	Lead, Customer Readiness
Council Portfolio	City Community
Council Program:	Customer & Marketing
Classification Level:	Salaried, Level 5

Overview of Portfolio

The City Community Portfolio strives to deliver exceptional experiences for our community and customers, providing opportunities for creativity, recreation and wellbeing in a city that is safe, accessible and supportive of all our communities.

Overview of Program

The Customer & Marketing Program supports extraordinary customer experiences, celebrates our City through the delivery of creative and digital services, and enhances our reputation by promoting our achievements and initiatives.

Key Relationships / Interactions

Internal	Employees members across the Program City of Adelaide (CoA) staff members across all Portfolios and Programs Executive Leadership Team
External	Professional bodies including business representation Contracted service providers and suppliers Local Government bodies

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Primary Purpose

As part of the Customer & Marketing team, the Project Support Coordinator will coordinate, monitor and support the delivery of a range of strategic projects and continuous improvement initiatives across the organisation, to drive brilliant outcomes in line with the Customer Experience Strategy.

Responsibilities

The Project Support Coordinator is responsible for;

- Utilising effective project management principles and techniques in the delivery of outcomes and coordinating project teams where required.
- Contributing to the implementation of the Customer Experience Strategy and associated toolkits.
- Coordinating the development and management of project plans, communications and progress delivery reporting and any other project documentation required.
- Supporting the team in:
 - Coordinating internal and external engagement activities
 - Undertaking research to support the delivery of project outcomes.
 - Analysing data to identify avenues for operational improvements.
 - Preparing and disseminating communications to internal stakeholders.
 - Developing supporting documents, templates, materials for workshops, training and presentations
 - Collating data and information.
- Supporting the continuous review and optimisation of internal processes, to maximise efficiency and ensure the customer needs are at the centre of everything City of Adelaide does.
- Facilitating a range of stakeholder engagement activities (inc. individual interviews and group workshops) and supporting the team to map current and future state business processes and customer journeys, to contribute to identifying opportunities, challenges, risks and priorities to achieve desired customer experience outcomes
- Participating in and supporting the delivery of strategic projects, including liaising directly with stakeholders and project partners, and providing information to these stakeholders and partners.
- Preparing reports, correspondence and materials for publication and presentation to effectively share relevant information.
- Contributing to and supporting the change impact and transition plans for Customer Experience projects.
- Ensuring project delivery seeks efficiency and effectiveness across projects and programs to enhance outcomes.

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Workplace Health and Safety & Additional Responsibilities

All employees are also responsible for;

- Complying with the Employee Behavioural Standards at all times.
- Supporting the application of and demonstrably engaging in the CoA's Equal Employment Opportunity, cultural diversity and ethical practice policies.
- Taking reasonable care to ensure their own safety and not placing others at risk by any act or omission.
- Attending WHS training and following instructions and advice provided.
- Complying with the requirements of the CoA WHS management system.
- Using and caring for equipment, including personal protective equipment, as instructed.
- Not intentionally or recklessly interfering with or misusing workplace equipment and supplies in a manner that could adversely affect health, safety or welfare in the workplace.

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Position Criteria

Qualifications	A tertiary qualification in Business Administration / Project Management or related field and/or commensurate demonstrated experience in lieu of formal qualifications.	Essential
Financial Skills & Acumen	Exposure to financial and budget processes and principles	Desirable
Technical Knowledge & Experience	Extensive experience in complex administrative tasks using various technologies. Demonstrated experience in delivering process improvements projects, including production of process maps, current/future state documents and relevant materials. Experience in analysing quantitative data to inform project delivery and evaluation.	Essential
Project Management	Training and/or experience in the principles and processes that underpin good project management.	Essential
Innovation & Initiative	Proven experience in applying best practice principles and practices in supporting the development and delivery of strategies, the measurement of our services and experience provided through customer survey data, feedback and complaints.	Essential
Resource Management & Decision Making	Exceptional time management and experience in supporting a diverse range of team deliverables and responsibilities.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning.	Essential
Customer Commitment & Integrity	Commitment to placing the customer at the centre of everything we do demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility.	Essential
Collaboration & Communication	Proven ability to build positive relationships and work collaboratively with internal and external stakeholders as well as communicating with all levels of staff and stakeholders both verbally and in writing.	Essential
Administrative Skills	A high level of organisation and prioritisation skills. Experience in providing administrative support to delivery of projects.	Essential
Government Experience	Experience working in a government environment.	Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

Our Values



-  **ACHIEVEMENT**
-  **COLLABORATION**
-  **CUSTOMER COMMITMENT**
-  **INTEGRITY**
-  **INNOVATION**

Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Office Workstation
Work Area	Various
Physical Demand Rating	Very Light Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion. Lift Capacity: Up to 2kg (ream of paper). Push / Pull Force: N/A Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings. Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse. PPE: Office attire and appropriate footwear.
Standing	✓			Accessing folders, p/copier, talking to others	
Walking	✓			Meeting with others, moving between rooms	
Climbing	✓			Option to take the stairs	
Bending	✓			Reaching down to low shelves, p/copier	
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationery, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	
Lift	✓			Light items, folders, paper and documents	
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the MySafety Team (OSCAR).**

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Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.