

Position Description

POSITION DETAILS	
Position Title: Project Support Officer	Department / Team: Program Delivery Executive Services
Reports to (Title): Support Services and Planning Manager	Number of Direct Reports (and Titles): Nil
Next up Leader: Program Delivery Executive Services Director	Number of Indirect Reports: Nil
Location: Brisbane	Salary Banding: AO5

THE CROSS RIVER RAIL PROJECT

Cross River Rail is a new 10.2km rail line including 5.9km of twin tunnels running under the Brisbane River and CBD that will unlock a bottleneck at the core of the rail network and will transform the way we travel across the whole of Southeast Queensland.

It will include four new underground stations – at Albert Street, Boggo Road, Roma Street and Woolloongabba - through the middle of Brisbane, provide new above-ground stations at the RNA Showgrounds and Dutton Park, upgrade six stations between Fairfield and Salisbury, deliver three new stations on the Gold Coast and introduce a new world-class signaling system to the wider SEQ rail network.

Once Cross River Rail is operational, journeys will be quicker, stations will be in more convenient locations and there will be capacity to increase train services as our population grows. Making public transport a more viable option for the whole region and helping to ease congestion on our roads.

Further Information: www.crossrивerrail.qld.gov.au

OUR VALUES & BEHAVIOURS



WE COLLABORATE

- We treat each other with respect and speak up when this doesn't happen.
- We share information to help everyone be successful.
- We have honest conversations, no agendas or surprise.
- We are curious, asking questions to understand.
- We work through issues together and help each



WE INNOVATE

- We are inclusive, listening to and encouraging differing views.
- We challenge and push the boundaries.
- We apply and share our knowledge to do better.
- We seize our opportunity to set new standards and benchmarks



WE DELIVER

- We act safely at all times.
- We do what we say we will do and when we will do it.
- We understand our individual role and how it fits in to the project's success.
- We take responsibility for our work and speak up when we need help.
- We are committed to continuous development and take every opportunity to review

ROLE OVERVIEW

The purpose of the Project Support Officer is to provide a broad range of administrative support functions to the Cross River Rail Delivery Authority. These duties can include but aren't limited to mailbox and diary management, organising meetings, document control, and assisting with project governance, correspondence, and reporting.

Project Support Officers generally report to a departmental head or project director providing direct administration support to the reporting manager and their broader team as required.

KEY RESPONSIBILITIES

The activities below provide some examples of the activities that could be undertaken:

- Prepare and assist in the editing, review and distribution of written correspondence including, briefing notes, policies and procedures, letters and project documentation.
- Create, monitor and update project registers and trackers advising stakeholders of pending requirements and deadlines as required.
- Provide general administrative support to the broader team including ad hoc requests including creating spreadsheets, PowerPoints, procedures and flowcharts.
- Assist in the management of executive staff workload including coordinating and prioritising diary management and incoming emails.
- Assist team with the coordination of team events and workshops.
- Assist in the management of shared inboxes ensuring the correct allocation of emails to team members and registration and tracking of correspondence if required.
- File team correspondence and documents ensuring they are correctly saved in TRIM or other document management systems following CRRDA policy, procedures and document control standards.
- Provide procurement and contract management support (such as Procurement Request Forms, Project and Procurement Planning, invoice distribution and tracking)
- Secretariat and administrative support of various internal and external Program Delivery governance bodies (including compilation and distribution of agenda papers, provision of reports, minute/note taking and follow up of issues raised).
- Recruitment support and administration to relevant selection panels, including booking meetings, liaising with Human Resources and coordinating new employee onboarding.
- Organisational establishment administration and support (e.g. onboarding, maintaining team structure on SharePoint, etc.).
- Assist in the preparation and creation of regular scheduled and ad hoc reporting including the coordination of responses of relevant stakeholders.
- As requested, undertake research on various issues or topics and provide meaningful summaries and advice to the relevant General Manager, Executive Director or Director.
- Consult, liaise and negotiate with internal and external stakeholders, partners and suppliers to deliver allocated tasks and activities.
- Develop positive working relationships across the Delivery Authority to ensure information sharing on complex and emerging issues.
- Perform other reasonable duties as requested by management.

KEY COMPETENCIES

The successful candidate will be able to demonstrate the following key competencies:

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- Demonstrated ability to perform a broad range of team administrative support functions in comparable work or project environment.
- Intermediate to advanced skills in the Microsoft Office suite of programs. Experience with TRIM desirable.
- Demonstrated ability to create, review and edit a range of high-quality written correspondence.
- Sound interpersonal skills, including the ability to build and maintain productive working relationships with internal and external stakeholders.
- Previous experience in providing executive level support including diary and mailbox management.
- Demonstrated initiative and problem-solving ability to successfully develop and deliver a range of administrative and coordination tasks autonomously with minimal direction.
- Proven time management and prioritisation skills with the ability to manage conflicting demands to deliver outputs and outcomes within a fast-paced project environment with tight deadlines.