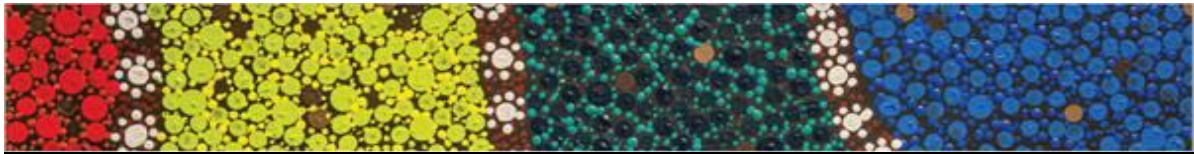
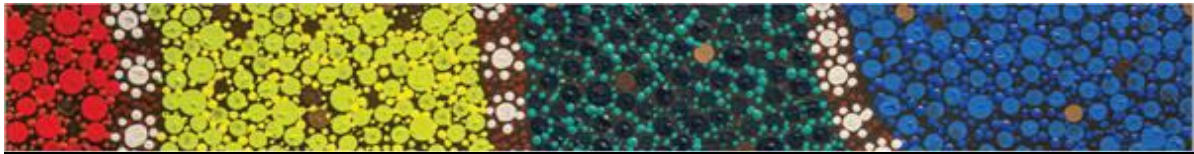


Project Support Officer, Digital Services for Business Service Experience

Position Number	AES 5-17
Position Title	Project Support Officer
APS Classification Range	APS5/6
Location	Canberra
Division	Corporate & Digital
Section	Service Experience, within Digital Services for Business Branch
Security clearance	Baseline
About the Role:	
Primary Job Role	Project Support
Role Purpose	The Project Support officer will provide administrative support to a busy and high performing team whom deliver multiple projects across the division. The role requires a customer service individual who has highly developed organisational skills and attention to detail, so as to manage the day-to-day administrative and operational tasks for the section. The Project Support officer will work with the delivery manager to ensure the section has all they require to achieve their operational objectives and business outcomes.



<p>Core responsibilities</p>	<ul style="list-style-type: none"> • Providing administrative support to a busy, high performing multi-disciplinary team. • Managing the team’s project inbox and associated communications with a customer service orientated focus. • Provide support to the UX team in undertaking coordination and communication activities to ensure logistical activities for the team work runs smoothly • Provide support for user research activities such as documenting workshop outcomes, assistance with workshop logistics and preparations including set up and pack up, and assist the facilitator and team during workshops and testing (both virtual and in person) • A willingness to learn and assist the team in driving the process of human centred design activities and best practice approaches • Procurement – assistance in the coordination and preparation of procuring services required by the team. Good understanding or a willingness to learn the procurement process. • Recruitment – assistance with managing the administration and logistics of recruitment processes.
<p>Demonstrated Behaviours</p>	<ul style="list-style-type: none"> • Understands and supports the organisation's vision, mission and business objectives. • Communicates and follows direction provided by supervisor. • Recognises how own work contributes to the achievement of organisational goals. • Shares information with others and adapts to a changing environment, in a positive and flexible manner. • Builds and sustains positive relationship with team members and clients <p>APS Integrated Leadership System</p>



Preferred knowledge	<ul style="list-style-type: none"> • Experience in working effectively with a wide range of internal and external stakeholders. • Experience with government procurement processes. • Experience or solid understanding of agile frameworks, and ability to co-ordinate agile ceremonies. • Previous experience or working knowledge of Microsoft Office tools and software (word, excel, and microsoft team). • Experience with human centred design or design thinking processes, or ability to learn. • Experience participating in workshops and note-taking.
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About the Candidate:

The successful candidate will be able to provide good examples to show how their knowledge, skills, experience and potential makes them ideal for the job including:

Sound verbal and written communication skills with the ability to tailor communication to individual needs, and convey information succinctly in plain English.

Sound organisational skills with demonstrated experience managing delivery of administrative and co-ordination tasks in a fast-paced and high-pressure environment, with competing priorities.

Demonstrated ability to quickly learn and appropriately apply departmental policies and procedures in alignment with APS values and code of conduct.

Demonstrated experience in developing and maintaining positive working relationships with a wide range of stakeholders, and managing expectations.

Experience or sound knowledge of agile frameworks, principles, and ceremonies.

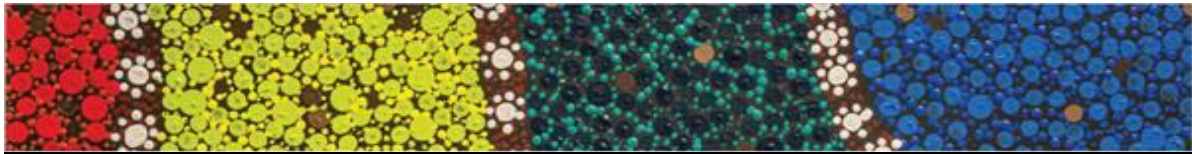
Experience or sound knowledge of human centred design or design thinking principles and processes.

Background Information and Context

The Organisation:

The Department of Industry, Science, Energy and Resources drives Australian growth and job creation.

The Chief Information Officer (CIO) Group focuses on using technology and information as a catalyst for change; driving efficiencies and integration; connecting people and data; and facilitating innovation and boosting productivity for both internal (the department) and external (businesses and other government agencies) stakeholders.



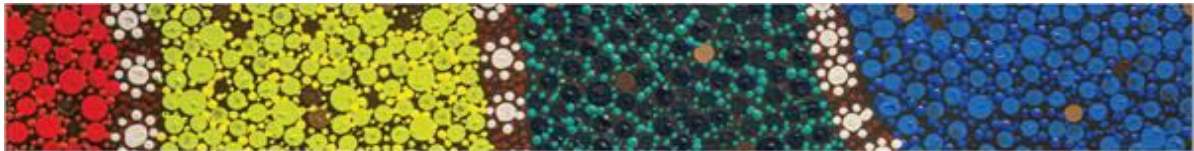
The Team & the Role:

The Service Experience section:

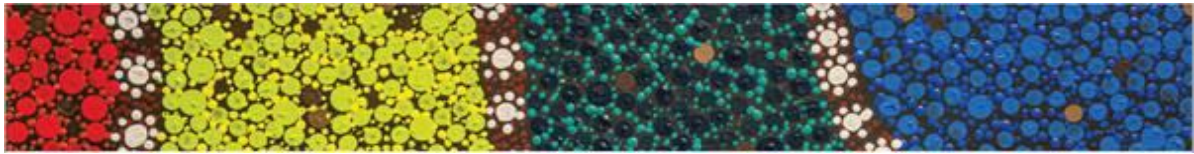
- supports digital transformation through the design and delivery of departmental services and initiatives, as part of the CIO Group in the Corporate and Digital Division.
- is responsible for driving a human centric and holistic approach to service delivery, with a focus on aligning customer, business, and technology requirements to deliver effective digital services and delightful customer experiences.
- plays an integral role in the design of inclusive and accessible services which are fit-for-purpose and which deliver on the intended policy outcomes.
- provides operational capability and technical uplift in behavioural research, user centred design, and iterative (agile) service delivery in accordance with the governments Digital Service Standard.
- takes a highly collaborative approach, and engages with all relevant stakeholders in user research, co-design, and testing activities, to ensure digital solutions meet end user needs, and are feasible and viable in their implementation.

The Project Support Officer will:

- support the team in managing administrative tasks, stakeholder communications, and the co-ordination logistics for research and design activities.
- play an integral role in ensuring the team is prepared and able to deliver on their project goals and objectives, by maintaining agile practice and ceremonies
- ensure operational logistics and communications are taken care of in a timely and efficient manner.
- Have sound organisational skills with the ability to use initiative and work independently or in a team environment to achieve required project/program/team outcomes.
- Experience in working effectively with a wide range of internal and external stakeholders.
- Have sound verbal and written communication skills in order to collaborate, coordinate and communicate with the teams stakeholders and business partners
- Have the ability to plan your work within a fast paced environment with competing priorities



<p>The Attractions:</p>	<ul style="list-style-type: none">• Be part of a supportive and inclusive organisation with a commitment to flexible working and personal development.• Play a key part in supporting the delivery of key government priorities for job creation and growth of Australian Industry.• Work as part of a diverse and highly engaged team of specialists passionate about delivering genuine outcomes for government and the public.• An opportunity to learn and apply innovation practices, and play an integral part in the transformation of government services to deliver simple, clear, fast, and user-centric services.
<p>Links to additional information on the role or division</p>	<p>About the Department of Industry Science Energy & Resources DISER Org Chart Enterprise Agreement - salary ranges</p>



HOW TO APPLY FOR THIS POSITION

Thank you for your interest in applying for this position with the Department of Industry, Science, Energy and Resource.

The Aboriginal Employment Strategy (AES) is supporting the Department to recruit for this position along with a large number of positions nationally that are part of an Affirmative Measure – Indigenous.

What this means is that **only Australian Aboriginal and Torres Strait Islander people can apply for these roles**. It is a strategy that is used to create specific employment opportunities for Aboriginal and Torres Strait Islander people. It is also a strategy to increase the number of First Nations Australian people employed by the Australian Public Service.

You must also be an Australian Citizen.

We have prepared some helpful information below to support you to prepare and complete the application.

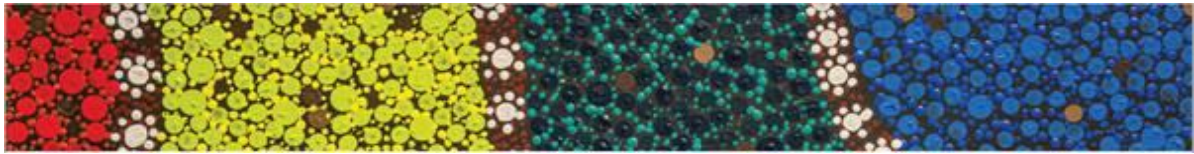
Application are due on Monday 26 April 2021 at 11.55pm (AEST or Sydney Time)

Key information is contained in this information pack about Department of Industry, Science, Energy and Resources including a detailed Position Description for this role. Please read all of the attached information before completing your application.

SUBMITTING YOUR APPLICATION:

Application Closing date & time:	Monday 26 April 2021 at 11.55pm (AEST or Sydney Time)
Email your application to:	Email address: talent@aes.org.au
Subject heading in email:	Quote the Job position number and job title

Extensions may be granted for extraordinary circumstances, but this is at the discretion of the recruitment team.



Acknowledgment of Applications

We will confirm receipt of your application by a return email to your email address. Please make sure you check your emails regularly as this will be the address that we communicate with you on in relation to your application. We may also contact you via phone, so please ensure your contact details are up to date on your CV.

When will I hear back about my application?

People are selected for Australian Public Service jobs on the basis of merit, which means we look carefully for evidence of your skills, abilities and experience and how well you fit the job requirements, compared with other applicants. This ensures the best applicant is selected for the job. This comparison may be based on your CV, a written application, an interview and/or other assessment methods. Because of this, the recruitment process may take longer for APS jobs than other jobs.

When applying for an APS job, you can ask the contact person about the expected timeframe on receiving notification regarding the outcome of your application.

TIPS FOR PREPARING YOUR APPLICATION

How to prepare your Pitch

You will need to prepare and attach a 2 page Pitch when you apply for this position.

What is a pitch?

Your pitch is your chance to tell the Department why you are the right person for the job.

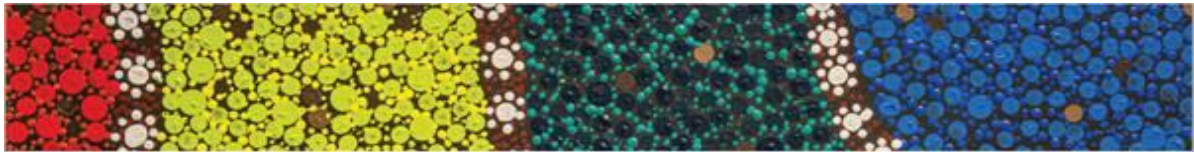
We want to know:

- why you want to work for us,
- why you are interested in this role,
- what you can offer, and
- how your skills, knowledge, experience and qualifications are applicable to the job.

Tell us why we should hire you! Don't be shame, showcase yourself to us!

We also care about how your personal qualities add value to the role. Tell us about you.

Try not to duplicate information that can already be found in your CV, but do highlight any specific examples or achievements that will demonstrate your ability to perform the role.



Provide relevant examples from your work, study or community roles. It is important to provide evidence to back up your claims that you can do something. Where possible use actual, specific examples of what you have done, how well you did it, what you achieved, and how it relates to the requirements of the job.

Be clear and to the point. Use plain English.

Read over your final draft and check for grammar, spelling and punctuation.

Remember to stick to the page limit. Two (2) pages in total for your pitch.

How to prepare your CV

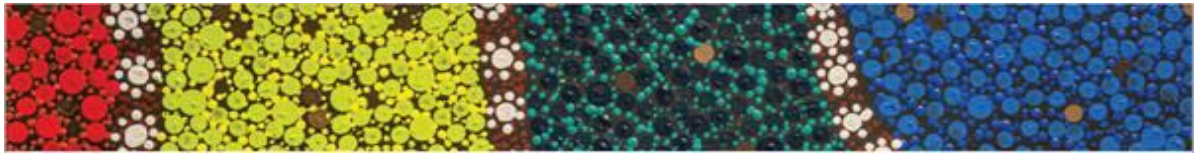
You will need to attach a current CV when you apply for this position.

Your CV should include:

- **Employment History:** List all employment beginning with your current or most recent employer, together with start and finish dates of positions held and a brief summary of responsibilities and achievements.
- **Further Work Related Activities:** Provide details of any other activities which may relate to the position to support your application such as volunteer experience.
- **Education and Qualifications:** List all relevant education undertaken. Include: the name of the institution, dates attended and the qualification achieved. If you are invited to participate in an interview, you will be required to present the original or certified copies of your qualification/s.
- **Referees:** Provide the names, position titles and telephone numbers of two referees who can provide information about how you meet the requirements of the position. It is preferable that one of your referees is your current supervisor. Please obtain permission from your referees before you nominate them.

APPLICATION CHECKLIST:

- Pitch document – up to 2 pages
- Updated CV with current contact details
- Details of two referees – (one should be your current supervisor/or most recent supervisor)



If you are invited to an interview and are the recommended applicant, you will be required to:

- Provide confirmation of Aboriginal and/or Torres Strait Islander descent.**

If you are unsure of what evidence you will be required to submit, please contact us and we can discuss the many options that are accepted.

- Obtain and maintain a security clearance at the required level.**

A security clearance involves pre-employment and background checks. Some jobs require a security clearance because of the type of issues or information dealt with in the job. The timeframe for starting a job may be longer, depending on the level of security clearance required. Don't let your current level of clearance, or the fact that you don't have one, deter you from applying. This will occur at the end of the recruitment process.

Further Information or Support

If you require further information regarding the position or advice in relation to the application process, please contact Jamie Hardy on telephone number (02) 8571 0999 or email at talent@aes.org.au before the closing date. **We are here to help in anyway.**

Further reading

If you would like to read more about the Department, its commitment to First Nations Employment and Reconciliation here are some other key documents.

[Click here to read the Reconciliation Action Plan](#)

[Click here to read the Aboriginal and Torres Strait Islander Employment Strategy](#)