

LOCAL TITLE:	Project Officer		
POSITION NUMBER:	20101	LEVEL:	7
DIVISION/OFFICE:	LIBRARY		DEPARTMENT: Project Office
HOURS:	Full time/Part time	Monday to Friday	SHIFTS REQUIRED: N/A
REPORTS TO:	Deputy University Librarian, or where one is appointed, Program/Project Manager		CURRENT OCCUPANT: NEW
WRITTEN BY:	Fiona Burton/Jennifer Peasley		DATE: 2 April 2007

A. JOB PURPOSE

The Library Project Office provides a focus for turning innovative ideas into action. The Library Project Office is responsible for overseeing the Library's Program and Project Management process; for managing and evaluating projects which contribute to achieving the Library's strategic goals; for providing project support and training as required; and for ensuring that projects are properly documented and monitored. In any given year the number of Programs/ Projects in operation will depend on priorities and the funding available.

The Project Officer contributes to project planning, and conducts, controls and evaluates projects requiring data collection and analysis, and liaison with stakeholders, suppliers and partners within the library and the university. The Project Officer will be a strong communicator, negotiator and relationship builder. The Project Officer will manage project resources, and may provide advice and secretariat services to the project's governing Project Steering Group as required.

B. MAJOR RESPONSIBILITIES

Responsible for:

- Managing important projects, which will impact on the functions of the library and may impact on the functions of the University, including overall project integration and implementation, and delivering project outcomes in a timely fashion
- Liaison, negotiation, provision of advice, building and maintaining constructive relationships with the project team, partner organisations, internal stakeholders, external partners and service providers such as vendors
- Contributing to project planning and development of project budgets; contributing to risk analysis and providing risk management, including negotiation of variations as required to keep project on track
- Monitoring project budget/s and managing resources, meeting targets and project deadlines and anticipating and resolving problems as they arise
- Undertaking data collection and analysis relevant to the project; scanning for possible impacts on the project, and for impacts of the project on the library and organisation

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- Promoting the project to gain and maintain support from sponsors and participation of stakeholders
- Managing change associated with the project (staff, services, systems)
- Managing human resources including resolving conflict as required
- Ensuring appropriate quality assurance mechanisms are built into all aspects of the project
- Participating in the relevant committees of the project and provide secretariat function as required
- Conducting meaningful evaluation and review of the project and its outcomes
- Exercising sound administrative skills to ensure appropriate documentation for all stages of the project including regular reports to stakeholders and any Project Steering Groups and ensure that appropriate records for the project are created and captured in official record-keeping systems.
- Writing reports and making presentations on project findings and outcomes to Library and other stakeholders.

C. DELEGATIONS

Nil

D. REPORTING RELATIONSHIPS AND SUBORDINATES

Reports to:

Deputy University Librarian, or where one is appointed, the Program/Project Manager.

Subordinates:

Nil

E. SELECTION CRITERIA

- degree in project management, information management or other relevant subject with at least four years subsequent relevant library experience OR extensive relevant experience and management expertise OR an equivalent combination of relevant experience and/or education/training
- demonstrated understanding of the business of the Library, the University and academia and knowledge and experience of environments relevant to the project
- ability to manage all stages of the project lifecycle and resources, including the ability to plan, promote, review, monitor, evaluate and control in order to deliver agreed project outcomes
- demonstrated ability to build effective relationships, to influence and negotiate with stakeholders, key partners and service providers
- demonstrated ability to work in an environment of constant change and to contribute to ongoing organisational improvement
- demonstrated ability to work flexibly, to anticipate and resolve conflicts or competing priorities, to meet project targets and deadlines
- ability to develop, analyse and review policies, objectives and strategies relevant to the project and maintain project documentation



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- demonstrated proficiency in standard office software. Demonstrated understanding of and ability to use a range of software to manipulate documents, extract data and effectively present written information in a range of formats.
- strong oral and written communication skills including the ability to represent the Library with tact and diplomacy and to interact effectively across all levels of the University community and across a range of external contractors and suppliers
- demonstrated understanding of and experience in client service approaches including the ability to identify, develop, implement and maintain service level standards
- demonstrated abilities to work independently, solve problems and use judgement within a complex environment
- demonstrated understanding and application of OH&S and EO/diversity principles including the ability to develop and implement policies and procedures in accord with these principles

F. LEVEL OF SUPERVISION

Direction is provided in terms of objectives which may require the planning of staff, time and material resources for their completion. Limited detailed guidance will be available and the development or modification of procedures may be required. Performance will be measured against objectives.

G. INDEPENDENCE

The Project Officer will have the demonstrated ability to assess and set project priorities and meet project targets. Sound administrative ability is necessary to ensure the stages and outcomes of the project are properly documented and to provide administrative support as required to the Project Steering Group where one is established. Independence is exercised by such issues as:

- negotiating with staff and other stakeholders to ensure the smooth progress of the project/s, access to resources and any variations required to keep the project/s on track.
- Ability to monitor project budgets, and to bring any emerging issues to the attention of the Deputy University Librarian (or the Program/Project Manager where one is appointed) in a timely way
- manage the Project, and to be the contact point for any other Library staff who may be contributors to the project, and in liaising with all stakeholders and external partners, understanding their needs and constraints
- relate existing policy to project work, apply knowledge in new ways to solve problems, and adapt and modify procedures within existing policy frameworks. Duties may also involve the interpretation of policy which has an impact beyond the immediate work area.



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H. RECOURSE TO HIGHER LEVEL OR OTHER AREAS OF THE UNIVERSITY

Internal: Deputy University Librarian or Program/Project Manager and project Steering Team where established to oversee the project.

External: External committees and institutions, suppliers and contractors where necessary for the Project.

I. JUDGEMENT

Exercise judgement in the identification and management of project risks and opportunities. This includes:

- demonstrated capacity to identify and contribute to the management of change related to and resulting from the project/s. Changes may include new systems, changes to work flows, and impacts on staff.
- identifying emerging issues and exercising judgement in the application of existing policies and procedures to support the success of the project.
- using analytical skills to calculate workloads, appropriate milestones and costings.
- undertaking an evaluation of the project, its conduct and outcomes, so as to contribute to a culture of continuous organisational improvement.

J. PROBLEM SOLVING

Good problem solving abilities are required to keep the project on course, on time and on budget. Problems to be resolved may impact beyond the immediate work area. To ensure the smooth day-to-day operation of the project the Project Officer will require an ability to maintain a clear focus, resolve conflict and manage competing priorities. This includes:

- identifying project resource requirements, monitoring contracts and contractors, and resolving any issues that may arise with external suppliers.
- human resource management in managing relationships with other project team contributors, the Project Steering Group where one is established, and other project stakeholders and sponsors.



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