



Position title	PMO Support Officer
Position number	PN927
Classification	APS4
Location	Townsville, QLD
Salary	APS4 \$79,187 - \$87,314 PA (NB employees ordinarily start on the base salary and then advance to the top pay point over time as per the Enterprise Agreement)
Employment type	Ongoing/Non-ongoing; Full-time
Security level	Baseline
Section	Business Operations (PMO)
Branch	Corporate Services
Contact officer	Amanda Sexton, Assistant Director, Program Management Office (PMO), Ph. (07) 4750 0820

The Organisation

The Great Barrier Reef is a World Heritage listed tropical marine ecosystem of 3000 individual coral reefs, deep shoals, seagrasses and mangrove systems that support many thousands of marine species. Bigger than Italy, it stretches 2300 kilometres along Australia's Queensland coast. It is the Sea Country home for about 70 Traditional Owner groups whose connections with the Reef go back more than 60,000 years. The Reef inspires awe in two million tourists every year, supports approximately 64,000 jobs and contributes over \$6 billion a year to the Australian tourism economy.

The Great Barrier Reef Marine Park Authority (the Reef Authority) is a Commonwealth non-corporate entity, and a statutory agency established by the Great Barrier Reef Marine Park Act 1975 (Marine Park Act), reporting to the Minister for the Environment and Water. Our objective is the long-term protection, ecologically sustainable use, understanding and enjoyment of the Great Barrier Reef for all Australians and the international community through the care and development of the Marine Park.

The Position

We are seeking an experienced Project Support Officer to join the Reef Authority's Business Operations section as a Program Management Office (PMO) Support Officer. This is a fast-paced role requiring close collaboration with responsible officers to meet reporting and compliance requirements. Attention to detail, sound time management, and clear communication will be essential to meet agreed timeframes for deliverables and outputs.

You will work closely with internal and external stakeholders and be an active team member within the Business Operations section, contributing to the coordination, delivery, and reporting of the Annual Operating Plan and Capital Works program (as required).

The PMO Support Officer will contribute to the continuous improvement of project management and reporting practices through the development, maintenance, and enhancement of Microsoft 365 solutions. This includes leveraging Power Apps, PowerBi, Power Automate, and SharePoint Online to streamline business processes, automate workflows, improve data quality, and provide meaningful reporting and insights.

The role will support the design and maintenance of digital tools and dashboards that enable effective project governance, portfolio reporting, stakeholder engagement, and decision-making across the Reef Authority. A proactive approach to identifying opportunities for innovation and process improvement within the Microsoft ecosystem will be highly valued.

This role will also provide administrative support for a Capital Works program, contributing to effective project governance and progress reporting. Experience supporting project delivery, combined with strong organisational and communication skills, will make you an ideal candidate.

Where the role fits

The Corporate Services branch provides efficient, effective and contemporary services in key function areas such as, Finance, People Services, Legal Services, Technology and Digital Services and Business Operations. The branch works collaboratively with other Reef Authority branches to enable them to deliver on their work tasks.

Business Operations is responsible for the Reef Authority's sustainability strategy, property and security services, and the Program Management Office (PMO) which uses Agile Ways of Working tools and includes responsibility for the project management framework tools.

The Person

The suitable candidate will be agile and adaptive in the way they work, open to change and willing to explore innovative ways of working. When you work for us, you understand that leadership exists at all levels, and you display this at all times. You work collaboratively to deliver results and display the personal drive and integrity expected of an Australian Public Service (APS) employee.

- ✓ You have demonstrated experience providing project support for Capital Works or complex projects, including monitoring project schedules, budgets, and deliverables, and supporting compliance with governance and reporting requirements.
- ✓ You have well-developed written communication and reporting skills, with the ability to prepare accurate, timely, and high-quality project documentation, progress reports, and briefings for a range of audiences.
- ✓ You possess strong organisational and time-management skills, with proven ability to manage competing priorities, meet deadlines, and maintain attention to detail in a fast-paced environment.

- ✓ You have effective stakeholder engagement skills, with demonstrated capacity to liaise professionally with internal and external stakeholders and support collaborative working relationships.
- ✓ You work effectively independently and within a team, contributing positively to a Program Management Office or project office environment, supporting shared outcomes and innovative reporting frameworks.

First Nations People are strongly encouraged to apply for this role.

Duties

1. Provide administrative and project support (including for a Capital Works program) to maintain project records and documentation (monitoring schedules, action items and key milestones), and supporting reporting activities in accordance with established governance processes.
2. Engage and liaise with internal and external stakeholders, contributing to effective communication, information flow, and coordination of program and reporting activities.
3. Develop and maintain innovative project/program reporting (including reports, dashboards, and supporting materials) to deliver high-quality reporting across the Reef Authority, including Annual Operating Plan and other high-level strategic reporting.
4. Contribute to continuous improvement processes and practices, working collaboratively within the PMO team (and broader Corporate Services Branch) to support innovative process improvements, creating efficiencies and streamlining processes to improve user experience.
5. Develop and maintain Microsoft 365 solutions (including SharePoint, Power Automate, Power Apps and PowerBi), including but not limited to, design/executing workflows, supporting system improvements, creating reports and dashboards, and ensuring solutions remain effective, reliable and aligned with business requirements.

As an APS employee you may be reassigned to a different set of duties at the same classification level at the discretion of the agency head (CEO), taking account of operational requirements in the agency.

Core Accountabilities

As an employee of the Reef Authority, you will have the following core accountabilities where:

1. You will take responsibility to ensure that you are fit for duty, taking reasonable care for your own health and safety and that your acts or omissions do not adversely affect the health and safety of others in the workplace. You will contribute to the effective implementation of the Reef Authority's work health and safety (WHS) Policy and Manual and comply with the WHS Codes of Practice and legislation.
2. You will uphold the APS Code of Conduct, the APS Values and the APS Employment Principles, comply with relevant legislation, and observe the policies and procedures of the Reef Authority as in force from time to time.
3. You will model and uphold the Reef Authority's behaviours that will deliver our ideal culture:

We are **ONE GBRMPA**

We are an inclusive community of diverse individuals, working collaboratively with trust and respect to achieve the Authority's shared purpose.

We are **PROFESSIONAL**

We are committed, professional public servants who are accountable and transparent, always acting in the best interests of the Authority.

We **DELIVER**

We deliver meaningful and measurable outcomes by setting clear and achievable goals, managing risk effectively & accepting shared responsibility for results.

We **STRIVE** for **EXCELLENCE**

We bring our experience, skills and knowledge to everything we do and are committed to professional growth.

Eligibility requirements & qualifications

Applicants **must**:

1. Be an Australian citizen at the time of applying for the position.
2. Be able to obtain and maintain a Baseline security clearance; failure to do so will result in termination of employment.
3. Be willing to provide identity documents and undergo an identity pre-employment check through a Document Verification Service, if you are deemed to be the successful candidate.

Desirable qualifications or equivalent experience

- Qualifications in project management, business administration, finance, or a related discipline, or equivalent demonstrated experience supporting complex programs or Capital Works projects.
- Experience working within a Program Management Office (PMO) or a comparable governance-focused project environment, ideally within the APS or a regulated environment.
- Demonstrated experience supporting Capital Works or major projects/programs, including exposure to budget tracking, procurement, risk, or reporting activities.
- Experience using project management and reporting tools and systems, such as scheduling software, financial systems, document management systems, or dashboards (e.g. MS Project, Excel, SharePoint, PowerBi or similar).
- Intermediate Microsoft Office experience, including SharePoint Online administration, developing and executing Flows, and creating and maintaining PowerApps.

Preparing your application

Please ensure you read the instructions carefully, noting failure to address identified requirements may lead to your application being deemed ineligible.

You will be required to prepare a response document (“pitch”) in MSWord or PDF format using standard margins and size 11 Arial font.

Please prepare a ‘pitch’, which does not exceed **two** pages, in relation to the advertised role, outlining:

1. how your experience, abilities, knowledge and personal qualities would enable you to perform the duties and meet the technical and behavioural capabilities of the role.
2. any specific examples or achievements that demonstrate your ability to perform the role.
3. how you meet the eligibility requirements and qualifications for the position.

When you include an example, you should explain:

- ✓ your personal role in the task.
- ✓ the methods you used.
- ✓ any barriers you were able to overcome, and
- ✓ the outcome.

When crafting your response, we encourage you to review ‘**Cracking the Code**’ and the relevant **Australian Public Service Work Level Standards** which can be found on the Australian Public Service Commission website: www.apsc.gov.au

Your application must include:

1. your ‘pitch’ (as described above).
2. proof of Australian citizenship.
3. a current curriculum vitae (resume) that includes:
 - ✓ an outline of your career history.
 - ✓ qualifications and/or formal/informal training relevant to the position.
 - ✓ contact details for at least two recent referees, one of whom should be your current supervisor.

Applicants are advised to read further information provided on the [Great Barrier Reef Marine Park Authority Careers website](#).

To apply for this position, please see the vacancy listing on [The Reef Authority’s Career Portal](#).

PLEASE NOTE: - The panel may not consider additional information such as a cover letter or content exceeding the page limit.

Position description approved by:

Fiona Macdonald

Director – People Services

18/08/2026