Australian Government
Productivity Commission

| Position Description (PD) | |
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| Role | Project Support Officer (Identified Position) |
| Group | Inquiry and Research |
| Stream | Aboriginal and Torres Strait Islander Stream |
| Level | Staff Level Broadband 2 (APS Level 5) |
| Location | Melbourne or Canberra |
| Role context | **About the Team**<br>The Productivity Commission's (PC) Aboriginal and Torres Strait Islander Stream undertakes reporting, research and analysis that centres the voices of Aboriginal and Torres Strait Islander people.<br>The Stream has an accountability role under the National Agreement on Closing the Gap, which includes developing and maintaining an information repository (through the publication of a dashboard and annual data report) and independently reviewing governments' progress against the commitments in the Agreement. We also undertake research and provide policy insights and advice on matters of importance to Aboriginal and Torres Strait Islander people.<br><br>**About the Role**<br>The Project Support Officer provides high-quality project coordination and operational support to the Aboriginal and Torres Strait Islander Stream. The role supports the delivery of the Stream's work program, including research, reporting and engagement activities. The role is available in Melbourne or Canberra. |
| Reports to | Assistant Commissioner, Aboriginal and Torres Strait Islander Stream (or equivalent) |
| Direct reports | Nil |
| Contact Officer | Miriam Veisman-Apter, Assistant Commissioner<br>Email: Miriam.Veisman-Apter@pc.gov.au |
| Responsibilities | Key duties include:<br>• Providing project coordination and operational support for Stream activities, including major reviews and engagement processes.<br>• Managing and coordinating correspondence with government agencies, Aboriginal and Torres Strait Islander organisations and members of the public on behalf of project teams.<br>• Coordinating submission processes for projects, including providing support to the public to upload documents or answer questions.<br>• Handling enquiries from, and liaising with, the Commission's stakeholders and members of the public. |

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| | • Organising meetings and providing secretariat support, including drafting agenda papers, correspondence and minutes, and following up on action items as required.<br>• Managing document and record systems using SharePoint Online and other tools.<br>• Organising travel, accommodation, and internal and external stakeholder diary coordination.<br>• Working collaboratively with the broader administrative and project support team to assist with Commission-wide administrative tasks, including providing reception services<br>• Assisting with process improvement, skills coaching and development across the broader team. |
| Selection Criteria | **Professional expertise:**<br>• Demonstrated technical skills in the Microsoft Office 365 suite of products and templates (including Outlook, Word, Excel, PowerPoint, and Teams, Forms), SharePoint Online and Adobe Acrobat Pro for document preparation and management.<br>• Experience using project management and workflow tools and software to support project delivery.<br>• Experience coordinating correspondence, submissions or engagement inputs for complex or public-facing projects or reviews.<br>• Experience using financial and travel management systems to support project and operational tasks.<br>• Ability to understand and apply government policies and guidelines to day-to-day operations.<br>• Consistently achieves a high standard of accuracy and attention to detail.<br>**Effective Engagement:**<br>• Demonstrated ability to work or engage with Aboriginal and Torres Strait Islander people, communities and organisations in a culturally safe, respectful and appropriate way.<br>• Proven ability to communicate effectively with managers and team members from a range of backgrounds and work collaboratively to solve problems and improve processes.<br>• Proven ability to engage proactively and productively with external stakeholders in a culturally safe, responsive and respectful way.<br>• Ability to manage high volumes of correspondence and competing priorities in time-critical environments.<br>• Demonstrated sound judgement and strong written communication skills, with attention to detail and accuracy.<br>**Personal Productivity and Growth:**<br>• Ability to work under limited direction and at times independently, taking responsibility for proactively planning and progressing work to deliver agreed outcomes.<br>• Ability to manage multiple workstreams, anticipate project needs and respond flexibility to changing priorities.<br>• Ability to adhere to work systems and procedures, identify opportunities for improvement and ensure information and records are properly maintained. |

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| | • Willingness to seek out and act on feedback and advice, and to pursue opportunities to build skills and capability. |
| Identified Position | Candidates applying for an identified position must have the required capabilities:<br>• A knowledge and understanding of the issues affecting Aboriginal and Torres Strait Islander peoples.<br>• A demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples. |