

## POSITION DESCRIPTION

POSITION TITLE:	<b>Digital Transformation Project Officer</b>
DIVISION:	<b>Customer and Strategy</b>
DEPARTMENT:	<b>Digital Transformation</b>
SECTION:	<b>Digital Transformation</b>
CLASSIFICATION:	<b>Band 6</b>

### POSITION OBJECTIVES:

As the Digital Transformation Project Officer, the primary objective is to provide dedicated administrative support and coordination to the Digital Transformation Program. This role plays a critical part, ensuring the program runs smoothly by managing day-to-day operations, and enabling effective communication and coordination across the program.

Working closely with the Program Director, this position manages complex calendars, schedules meetings, and workshops, prepares documentation, and provides high-level support to keep priorities on track. The role also supports the broader program team by organising meetings, preparing agendas and minutes, tracking actions, and ensuring information is shared and followed up appropriately.

The Digital Transformation Project Officer is also responsible for drafting and formatting reports, presentations, and briefings; coordinating event logistics; supporting onboarding processes; and maintaining accurate records, registers, and administrative tools.

This position requires strong attention to detail and discretion when managing confidential information, and the ability to manage multiple tasks and competing demands. By providing dependable support to both the Program Director and the wider team, the Digital Transformation Project Officer plays a key role in the successful delivery of the Digital Transformation Program.

The key objectives of the position are:

- Provide reliable high quality and efficient administrative support for Digital Transformation Program, ensuring smooth day-to-day operations.
- Support the Program Director by managing complex calendars, scheduling meetings and workshops, and helping prioritise time and tasks effectively.
- Act as a trusted point of contact for internal and external stakeholders, managing correspondence and helping to ensure clear and timely communication across the program.
- Draft, format, and finalise reports, presentations, agendas, minutes, and briefing materials to a high professional standard, while maintaining accurate records and registers.
- Monitor program meeting outcomes, action items and deadlines, following up with relevant team members to ensure timely completion.
- Assist with Logistics and team support by arranging travel bookings, event coordination, onboarding of new staff, and other ad hoc logistical and administrative tasks to keep the team operating effectively.

- Handle sensitive information with discretion and maintain a high standard of accuracy in all documentation and communications.
- Take ownership of key support functions to allow the Program Director and broader leadership team to focus on strategic and delivery priorities.

## KEY RESPONSIBILITIES AND DUTIES:

### Provide Executive-Level Administrative Support

- Deliver proactive and confidential administrative support to the Program Director, managing competing demands, communications, and day-to-day priorities.
- Prepare and proofread documents, reports, presentations, and correspondence for executive and governance use.
- Support the development and distribution of internal updates and program communications.

### Coordinate Meetings, Calendars and Key Program Activities

- Manage complex calendars, coordinate meetings, workshops, and events involving senior stakeholders.
- Prepare agendas, circulate papers, take accurate minutes, and monitor follow-up actions to ensure timely completion.
- Maintain program-wide registers (e.g. actions, decisions, stakeholders) and ensure version control of key materials.

### Support Program Planning and Delivery Logistics

- Provide coordination support across multiple program streams, assisting with planning, scheduling and the timely delivery of program activities.
- Compile and prepare governance packs, briefings and reporting materials for steering committees, executive forums, and other stakeholders.
- Coordinate onboarding of new team members, including access, induction materials and first day logistics.

### Manage Core Office Administration and Procurement Support

- Coordinate office administration functions including supplies, asset management, systems access and internal liaison.
- Assist with financial administration including invoice processing, expense claims and purchase requisitions.
- Monitor expenditure records and support procurement tasks in line with Council processes and delegations.

### Facilitate Stakeholder Engagement and Communication

- Act as a point of contact for internal and external stakeholders on behalf of the Program Director and program team.
- Coordinate logistics for key stakeholder briefings, VIP visits, site tours and program events.
- Support the preparation and delivery of communication materials tailored for various audiences.

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### Exercise Sound Judgement and Discretion

- Handle sensitive and confidential information with a high degree of professionalism and care.
- Apply initiative to anticipate and resolve administrative and logistical challenges.
- Uphold Council policies, procedures, and standards of conduct in all interactions.

### Program Effectiveness through Reliable Support

- Provide consistent, high-quality support that enables the Program Director and broader team to focus on strategic delivery.
- Contribute to a positive and productive team culture by being responsive, dependable, and solution focused.
- Identify and implement small improvements to streamline administrative processes and support the efficient running of the Program Office.

### Other Responsibilities and Duties

- Provide general administrative and coordination support to other program streams as required.
- Support internal communications by preparing and distributing updates, notices, and reminders.
- Assist with logistics for staff engagement activities, team meetings, events, and training.
- Maintain familiarity with Council policies and procedures and ensure compliance in day-to-day activities.
- Participate in team planning and continuous improvement activities to streamline program support functions.
- Perform other duties within the scope of the role as directed by the Program Director.

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## ORGANISATIONAL RELATIONSHIPS:

Reports to:	Program Director
Supervises:	N/A
Internal Contacts:	All levels of staff and management at Council, in all service areas, including the Project Control Board
External Contacts:	External service providers, partners, and networks.

## ORGANISATIONAL CONTEXT

### VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

### MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

### OUR VALUES

At Hume City Council, our Values underpin everything that we do.



**We're better, every day**

We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



**We're in it together**

At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



**We show up**

We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.



**All for Hume**

We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

## WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

## RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

## STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

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## **SERVICE PLANNING & CONTINUOUS IMPROVEMENT**

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

## **ASSET MANAGEMENT**

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

## **ENVIRONMENTAL SUSTAINABILITY**

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

## **HUMAN RIGHTS APPLICATION**

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

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<b>POLICE CHECK:</b> The incumbent must have and maintain a current Police Check	
<b>WORKING WITH CHILDREN CHECK:</b> The incumbent must have and maintain a current Working with Children Check	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
<b>PRE-EMPLOYMENT MEDICAL CHECK</b> <ul style="list-style-type: none"> <li>The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug &amp; alcohol test. May also include cognitive assessment.)</li> <li>The incumbent must undergo a Pre-Employment Audio Test</li> </ul>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>PSYCHOMETRIC ASSESSMENT</b> The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
<b>OTHER DUTIES</b> Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

## ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values and associated guiding behaviours.
- Working within Council policies and procedures, including WHS, EEO, and the Code of Conduct.
- Acting within the framework of clearly set objectives, Council policies and budgets, with the freedom to act being subject to regulations and usually subject to appeal or review.
- Reviewing Councils project administration practises and providing a formal input into developing and implementing policies, tools and skills necessary for effective project administration to support the success of Council initiatives.
- Leading the continuous improvement and implementation of council-specific administrative and project management processes, tailoring them to effectively meet the diverse needs of Council.
- Collaborating with the Program Director to ensure the project administration and coordination of projects within the council are in line with strategic priorities, community needs, and organisational capacity.
- Overseeing the project portfolio from an administrative perspective to understand stakeholder requirements and ensure the project administration activities support these overarching goals.
- Collaborating with various internal departments and stakeholders to ensure the administrative support provided enhances the Council's overall performance.
- Offering specialist advice, strategic insights and support to staff in relating to the Digital Transformation Project where necessary to improve efficiency and effectiveness.
- Providing high-quality administrative support across the project team. This involves building a culture of collaboration and performance, ensuring the team is recognised as a valuable asset to Council.

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## JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- Making informed decisions on prioritising administrative tasks and allocating resources. This involves assessing the urgency and importance of various tasks and determining the best use of resources to support project objectives and deadlines.
- Applying critical thinking to identify solutions to administrative or logistical challenges that arise during project execution. This includes analysing problems, considering various solutions, and deciding on the most effective course of action to mitigate risks and maintain project momentum.
- Making strategic decisions that align with the council's goals and objectives. This involves evaluating how administrative actions and decisions will impact the overall project and the council's strategic outcomes, ensuring that every decision contributes positively to the council's mission and community needs.
- Guidance and advice is usually available.
- Applying sound judgement in managing sensitive information, stakeholder requests, and time-critical tasks and knowing when to escalate issues to the Program Director, and when to act independently.

## SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated skills in the delivery of high-quality administrative support in a complex and fast-paced environment, including calendar management, meeting coordination, documentation, and office operations.
- Advanced proficiency in Microsoft Office (Word, Outlook, Excel, PowerPoint) and familiarity with collaboration tools such as MS Teams, SharePoint, and digital records systems and experience with Jira or Confluence, or a willingness to learn and use these systems for works Management and Board Papers. Ability to format and finalise reports, presentations, and governance documents to a professional standard.
- Working knowledge of administrative processes relating to records management, procurement procedures, expense processing, and reporting frameworks.

## MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Strong organisational skills with the ability to manage multiple tasks, competing priorities, and tight deadlines. Able to maintain structure and flow across meetings, documentation, and program schedules with minimal oversight.
- Able to work independently and as part of a team, while staying aligned with broader program goals. Demonstrating initiative in solving problems, improving processes, and following through on responsibilities to ensure smooth program delivery.
- Builds effective working relationships with staff across levels and functions. Collaborates proactively with internal and external stakeholders and communicates clearly and respectfully, even under pressure.
- Ability to adapt to changes in priorities, timelines, and program needs. Remaining calm and focused during periods of change or high demand whilst contributing to a supportive and resilient team culture.
- Demonstrated ability to ensure adherence to Equal Employment Opportunity (EEO) and Work Health and Safety (WHS) legislation, policies and procedures.

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## INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Strong verbal and written communication skills, with the ability to convey information accurately, confidently, and with appropriate tone for different audiences, including senior leaders, staff, and external contacts.
- Ability to demonstrate genuine attentiveness to others, by asking clarifying questions, responding thoughtfully, using empathy and understanding to support effective collaboration and service-oriented interactions.
- Demonstrated ability to collaborate effectively with colleagues across Council to build positive working relationships and contribute to a respectful, cooperative, and solutions-focused team environment.
- Demonstrated flexibility in approach, with the ability to remain calm and effective under pressure or during periods of uncertainty, specifically relating to changing priorities and workflows.
- Ability to promote and support an inclusive workplace by showing awareness and respect for different cultural backgrounds, perspectives, and communication styles. Values input from others and contributes to a positive team culture.
- Strong communication and relationship-building skills with a focus on discretion when managing confidential information, responsiveness, and service.

## QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Degree or Diploma in Business Administration, Office Management, or a related discipline with relevant experience; or lesser formal qualifications with substantial experience in a senior administrative in complex or comparable organisations.
- Demonstrated experience providing high-level administrative or coordination support to senior leaders or within large, multi-stakeholder programs within local government or the broader public sector.
- Skilled in the use of Microsoft Office suite of applications (Word, Outlook, Excel, PowerPoint), including experience in collaboration tools such as MS Teams, SharePoint, and digital calendar/email systems. Experience using document control or project coordination platforms is desirable.
- Proven ability to manage complex calendars, coordinate meetings and events, track documentation, ensuring all requests are followed up on.
- Excellent attention to detail in document preparation, proofreading, and record-keeping, demonstrating pride in producing high-quality work for executive and public audiences.
- Experience supporting financial processes such as invoice tracking, expense claims, and purchase requisitions in line with internal procedures and delegations.
- Current driver's licence.

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## TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Using hand tools – vibration/powered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in wet/slippy conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Washing hands with soap (hygiene)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

## AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

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**Approved By:**  
Manager People & Culture  
**Author:** Manager People & Culture

**Approval Date:** July 2025

**Review Date:** July 2026

## SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Degree or Diploma in Business Administration, Office Management, or a related discipline with relevant experience; or lesser formal qualifications with substantial experience in a senior administrative in complex or comparable organisations.
2. Demonstrated expertise in managing and coordinating complex projects, with a particular focus on public sector or similar environments. This includes a strong track record in effectively planning, scheduling, and overseeing project-related tasks, aligning them with the broader organizational goals.
3. Proven experience leading project teams through influence rather than direct authority. The ideal candidate should exhibit strong skills in motivating, guiding, and facilitating team collaboration and cohesiveness, even in the absence of formal managerial control.
4. Solid experience in financial aspects of project management, including budget planning, tracking, and reporting. Adept at managing project finances, ensuring efficient use of resources and adherence to budget constraints.
5. Exceptional communication and stakeholder engagement skills are required, with an emphasis on building and maintaining productive relationships. This includes the ability to effectively resolve conflicts and liaise with senior stakeholders to ensure successful project outcomes.
6. Knowledge and understanding of relevant employment and recruitment legislation, industrial agreements (e.g., Enterprise Agreements), and public sector compliance obligations.

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