



Australian Business Volunteers

POSITION DESCRIPTION AND SELECTION CRITERIA

Position title:	Project Officer, WA
Current position holder:	None
Department / Portfolio:	Program Team
Reporting to:	Senior Program Manager
Supervisory role:	No
Works with:	<p>Internal</p> <ul style="list-style-type: none">• Program Director• Senior Program Manager• Local Advisor• ABV (Australian Business Volunteers) Program Team• ABV Volunteer engagement team• ABV Comms Team• ABV Finance Team• ABV Skilled Business Professionals (SBPs) <p>External</p> <ul style="list-style-type: none">• Corporate Partner Team (i.e., The Contract Team, Travel Team, Social Performance Team, etc.)• Elders, Aboriginal community members interested in business development, Indigenous Business Australia (IBA), Many Rivers, and landowners/tenement groups on Country, ACWA, Land Council, RTO, local advisors.• Relevant government departments.• Other key stakeholders, as guided and advised by the Social Performance Team of our Corporate Partner Team.

PRIMARY OBJECTIVES OF THE POSITION

The **Project Officer** will work closely with the line manager (Senior Program Manager, WA), Local Advisor, Corporate Partner Team, and the ABV Program Team to support the implementation of ABV's Project and the achievement of program outcomes through the provision of administrative, coordination, and technical skills.

The position is to ensure all administrative and logistic matters relating to training, meetings, coaching, and travel are addressed well in advance. The position will also support the Business Hub (BH) once established through reception duties, often as the first point of contact between potential clients and BH, providing general administrative and logistic support, including works during the initial stages – i.e., scoping visits, assessments, coordination meetings, etc. before the establishment of the BH.



THE WAY WE WORK

The **Project Officer** role collaborates with the Program and Engagement teams to share skills and expertise to support the implementation of impactful locally led projects.

ABV values collaboration and sharing of technical skills, experience and learning as an imperative to the delivery of consistent, quality outcomes across all programs and partnerships.

The way this happens:

- Clear accountability with a collective commitment to shared quality outcomes ('one team')
- Support and engage with Program Team to ensure seamless support to and oversight of program and project delivery, thereby improving resource efficiency and program effectiveness.
- Collaborative approach is necessary for cross-integration of skills, learning, specialist knowledge, risk management and innovation.
- Streamlined and consistent approach to capability building and volunteer (SBP) engagement.

KEY RESPONSIBILITIES AND DUTIES OF THE POSITION

- Support the SBPs and Senior Program Manager in the effective implementation of targeted scoping visits, all workshops/events, and other preparations prior to the Business Hub establishment by working closely with ABV Volunteer Team, Partner Team, and SBPs to manage their schedules, travels/accommodations, and the event details (i.e., participants, catering, etc.).
- Support the SBPs and Senior Program Manager in the effective implementation of courses by contacting potential participants, confirming attendance, booking training rooms, and attending to catering needs.
- Support Program Director and Senior Program Manager in the recruitment of a rotating role of paid local advisor.
- Support Senior Program Manager in the assessment and analysis report of the current business environment and business development potential of the area as well as regular reporting to our Partner Team.
- Work and support the Local Advisor in their community engagement activities.
- Greet guests and potential clients, including visitor registration, and answer the main phone line and direct calls in a professional and courteous manner.
- Update BAU Register and the Client Pathway Reports systems as required.
- In liaison with Partner Team, order office and training supplies within budget.
- Ensure training/workshop materials are well stocked for training delivery.
- Coordinate the organization of training, program events, workshops, and meetings.
- Manage the inward and outward correspondence needs for the BH.
- Support Senior Program Manager and Local Advisor to manage appointment calendars with clients.
- Liaise with Partner Team to facilitate all travel arrangements for ABV visitors and SBPs, including pre-arrival inductions.
- Liaise with Partner Team to ensure all aspects of visiting ABV staff (including SBPs) onboarding requirements, including ID passes, memberships, accommodation, and IT requirements.
- Attend online meetings and redirect as required.
- Assisting mentees with paperwork and in their use of the BH financial tools.
- Other duties as directed by the Project Coordinator.

ACCOUNTABILITIES

- Act as the main point of contact for all engaged volunteers (SBPs), per assigned program/s and/or project/s, ensuring all processes and documentation are followed to support the effective delivery of the program/project.
- Deliver coordination and plan activities to support successful project delivery.
- Support project implementation activities including regular project monitoring activities.

- Support regular budget monitoring activities, as assigned, ensuring regular acquittals throughout the project cycle.
- Ensure relevant standards, processes, and regulations are upheld, including maintenance of compliance records.
- Support the monitoring of risks and escalate issues as required to relevant Program team members (per the risk management plan for each program/project).
- Ensuring all pre-course training materials and booking and catering requirements are attended to.
- Provision of general office assistance and administration to BH, including photocopying and administrative assistance to staff and SBPs.
- Assisting in the seamless settlement of ABV Staff, SBPs and their guests.

KEY PERFORMANCE INDICATORS

- Consistent provision of professional, high-quality services as measured by:
 - Delivery on all agreements made with line manager (short, medium, long term)
 - Timely and cost-effective delivery of all project planning
 - High engagement levels of volunteers
 - Positive relationships built with all key stakeholders associated with the role
 - Positive formal feedback from colleagues, partners, volunteers, and communities on services provided.
- Timely and accurate maintenance of relevant project documentation and organisational databases.
- Timely monitoring and escalation of issues/risks which could affect project effectiveness to relevant program team member/s (per risk management plan).
- Line manager is well informed of changes that could affect the project/s, or ABV operations.
- Identification of learning opportunities and initiatives taken to engage in the growth of competencies.
- Compliance with all ABV and Partner policies and procedures.
- All training courses are fully functional with planning, catering, and venue and are run on time with SBPs onboarded seamlessly.
- Financial tools are accurate and up to date with clients satisfied with their use.
- BAU register up to date daily.
- New CPRs (Client Pathway Reports) created as required.
- All client and ABV requests are responded to within 24 hours.

BUDGET AUTHORITY

- Mobilisation expenses in line with agreed program/project budget/s & forecast.

SELECTION CRITERIA

Essential Requirements

- Minimum 3 years' experience in project coordination or office administration, with proven experience in operating procedures such as developing and managing project scheduling, budgeting, monitoring, travel logistics and progress reports.
- Proven experience and success working cross-culturally (Experience with First Nations communities desirable).
- Basic financial understanding including budgeting, revenue, and costs.
- Demonstrated effective teamwork skills whilst working remotely.
- Ability to independently manage workload, including managing multiple priorities under tight time schedules and proactively troubleshooting to meet short- and long-term deadlines.
- Excellent interpersonal, written, and verbal communication skills.
- Demonstrated attention to detail with excellent analytical and creative thinking skills.
- Comfortable working online and highly competent in the use of word processing, spreadsheet, video conferencing, and project management tools. A high degree of proficiency



with Microsoft Office, with particular emphasis on Outlook, Word, calendar management systems, PowerPoint, and Excel.

- Ability to work with database applications such as Salesforce.

Desired requirements

- Experience coordinating community and/or international development projects.
- Experience in volunteer engagement and/ or coordination.
- Customer service delivery experience.
- Experience in an administrative/receptionist position.

I have read the above Position Description and it has been fully explained to me by my manager/supervisor. I understand that I may, on occasion, be required to perform tasks not stated above. I clearly understand the role and its expectations.

Position Incumbent:	Name _____ Date ___ / ___ / ___
	Signature _____
Manager /Supervisor:	Name _____ Date ___ / ___ / ___
	Signature _____
CEO	Name _____ Date ___ / ___ / ___
	Signature _____