



ROLE STATEMENT

THE POSITION:	PROJECT OFFICER (FACILITIES AND OPERATIONS)
POSITION NUMBER/CLASSIFICATION:	7092 / VPS 2.2
REPORTS TO:	Manager, Assets, Procurement and Budget Planning
WORK UNIT:	Facilities and Operations
ORGANISATION:	National Gallery of Victoria
LOCATION:	180 St Kilda Rd, Melbourne 3004
DATE OF REVIEW	June 2021
VISION	Creating an inspiring future: enriching our understanding of art and life.
PRIMARY FOCUS OF THE POSITION:	Reporting to the Manager, Assets, Procurement and Budget Planning, the Project Officer coordinates the Facilities and Operations Helpdesk and provides administrative support to the Assets, Procurement and Financial Planning team.
1. ACCOUNTABILITIES (DUTIES):	<p>In fulfilling the primary focus of the position the incumbent will typically:</p> <ol style="list-style-type: none">1. Contribute to the operations of the Assets, Procurement and Financial Planning team, including assisting with procurement, contract management and asset management administrative activities, and providing overall administrative support to the team.2. Monitor the Facilities and Operations Helpdesk, including assigning, coordinating and tracking requests, and accurate reporting on Helpdesk service performance. Liaise with other teams and departments to ensure that services are delivered on time.3. Process and administer systems for NGV travel including travel and accommodation bookings, maintenance of records, financial analysis and other management reporting.4. Provide assistance to NGV staff on procurement, including D365, contract management, asset management and travel processes, systems and procedures, as required.5. Provide administrative and project support to the NGV Contemporary project as required.6. Ensure that records are created and managed according to the Records Management policy and procedures.7. Contribute to departmental and team goals and participate in organisational initiatives and activities as required, including ensuring a safe and healthy environment for colleagues, visitors and stakeholders.8. Participate in and support organisational change initiatives and model NGV values and behaviours.



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<p>2. THE PERSON – KEY SELECTION CRITERIA</p>	<p>To achieve the purpose of the position, the following attributes are required:</p> <ol style="list-style-type: none"> 1. Relevant tertiary qualification. 2. Demonstrated experience working in an office or project administration role in a busy environment, supplemented by an interest in the creative industries sector. 3. <u>Service excellence</u>: Aims to exceed targets, sets personal standards of excellence and measures outcomes against them, strives to deliver outcomes in a timely manner, looks for new or more precise ways of meeting goals set by others, Maintains quality in the face of time pressure 4. <u>Drive and commitment</u>: demonstrates capacity for sustained effort and hard work, takes responsibility for own actions, accepts changed priorities without undue discomfort, adaptable, remains calm and in control under pressure and enjoys a vigorous and dynamic work environment. 5. <u>Time management, organisation and planning</u>: Accepts responsibilities for own actions, supports other people in the time management of their tasks, uses time efficiently, develops realistic action plans and takes an organised, methodical approach to work and recognises barriers and finds effective ways to deal with them. 6. <u>Detail focus</u>: observes fine details, identifies gaps in information; highlights practical considerations of plans and activities. 7. <u>Communication</u>: Prepares briefs, letters, emails and reports using clear, concise and grammatically correct language, ensures written communications contain necessary information to achieve their purpose. Clearly explains information and listens to feedback, able to act with diplomacy and maintain confidentiality on all information relating to NGV business. 8. <u>Relationship building and teamwork</u>: establishes and maintains relationships with people at all levels, builds trust through consistent actions, values and communication and minimises surprises. Cooperates and works well with others in pursuit of team goals, collaborates and shares information and accommodates and works well with the different working styles of others.
<p>3. OTHER RELEVANT SKILLS, KNOWLEDGE AND EXPERIENCE</p>	<ul style="list-style-type: none"> • Past experience working in a helpdesk environment will be well regarded. • Previous experience with a Finance System or Helpdesk System would be advantageous. • Proficiency in MS Office products, including MS Word, Excel, PowerPoint and Project, and experience with the Adobe suite.
<p>4. KEY RELATIONSHIPS</p>	<p>Build and maintain effective working relationships across the NGV and with external key stakeholders; and in particular with the following:</p> <ul style="list-style-type: none"> • Staff within the Facilities and Operations department. • Other staff across a variety of gallery departments.



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	<ul style="list-style-type: none">• Internal and external service providers.
5. OTHER RELEVANT INFORMATION	<ul style="list-style-type: none">• The National Gallery of Victoria is an Equal Opportunity Employer and operates a smoke free work environment.• Hours of duty will be according to work unit requirements.• All employees of the National Gallery of Victoria are required to undergo security clearances performed by Australian Federal Police, and are required to undergo Human Resources and Risk, Safety, Security & Environment Inductions.• In line with the <i>Child Wellbeing and Safety Amendment (Child Safety Standards) Act 2015</i>, the National Gallery of Victoria (NGV) is committed to upholding the Victorian Child Safe Standards, to the best of its abilities and resources.• It is the employee's responsibility to familiarise themselves with, understand and adhere to NGV's Policies and Procedures as varied from time to time.• On occasions you may be required to work in other departments within the Gallery.• Conditions of employment are pursuant to the NGV's Enterprise Agreement.• All new appointments are subject to a three month probationary period which may be subject to review.
6. ABOUT THE ROLE STATEMENT	<p>As the National Gallery of Victoria evolves to meet the changing needs of the Victorian Public, so will the roles required of its entire staff. As such, staff should be aware that this document is not intended to represent the role in which the occupant will perform in perpetuity. This role statement is intended to provide an overall view of the incumbent's role as at the date of this statement. In addition to this document, the specifics of the incumbent's role will be described in local area work and project plans, and in performance plans developed by the incumbent and relevant supervisor as part of the National Gallery of Victoria's performance management process.</p>
7. EMPLOYEE ACCEPTANCE	Signature: _____ Name: _____ Date: _____
8. MANAGER AUTHORISATION	Signature: _____ Name: _____ Date: _____