

# Position Description

## Program Support Officer

<b>Classification Band:</b>	Band 5
<b>Position No.:</b>	32791
<b>Business Unit:</b>	Change Strategy
<b>Division:</b>	Transformation
<b>Employment Type:</b>	Full time, fixed term 1 year position
<b>Position reports to:</b>	Director, Organisational Change and Capability
<b>Direct reports:</b>	nil
<b>Work Location:</b>	44 and 1 Malop Street, Geelong

At **WorkSafe**, we're dedicated to supporting all Victorians to be healthy and safe at work, and to recover from any workplace injury or illness as quickly as possible. Our passion for safety and wellbeing is what unites us.

Our organisation is undergoing major transformation, with relocation of our Headquarters to Geelong and implementation of **Strategy 2030**. As we build the WorkSafe of the future we're committed to delivering value to our people and to Victorian employers, workers and the wider community.

Agile and curious, our people come from a wide range of professions and with no two days being the same, diverse thinking comes naturally to us. We work closely with employers, workers and the community to prevent workplace injury and illness and to improve outcomes and the client experience. **We make WorkSafe.**

### Our values

The work we do is important because we impact upon many people's lives, everyday. We have a responsibility to ensure that our values guide us in everything we do.



### Purpose

Working in the Change Strategy team, this position will be responsible for supporting critical program activity across the team in support of our WorkSafe 2030 objectives.

### Key accountabilities

- Provide coordination support to the Change Strategy team in the delivery of a broad range of high profile change management activities including, operationalisation of the 2030



Warehouse, Values to Behaviour implementation, capability development, 2030 communications and stakeholder engagement, organisational design and operational change support.

- Proactively manage the priorities of the Change Strategy team by monitoring key activities, action items, preparing drafts of reports, presentations, correspondence, briefs, e-mails and managing appointments.
- Support the Director and Stream Leads in monitoring the delivery of services provided by external suppliers and proactively resolve or escalate issues as they arise.
- Provide program support across all change team projects and programs as required
- Maintain a high level of awareness of the priorities of the Change team including the coordination and completion of program activity as required
- Undertake research tasks to assist in the preparation of reports and briefing notes, including the preparation of material for presentations.
- Oversee program governance, including compliance and quality audit support and reporting, maintaining change program risk register and change program deliverables in the 2030 master schedule .
- Work with the Change Partners to deliver operational change support to 2030 projects.
- Establish and maintain ongoing relationships with WorkSafe's partner providers/vendors, including developing a thorough understanding of the providers capability, deliverables and contracts.
- Develop and maintain strong relationships with key internal and external stakeholders and across the Transformation team

### **Key relationships**

- Director, Organisational Change and Capability
- Change Strategy, Stream Leads
- PMO
- Transformation Stream Leads
- Director, Internal Communications
- People and Culture
- Executive Assistants to the Executive Leadership Team
- Partner/service delivery providers

### **Requirements of the position**

#### **Skills and experience**

- Demonstrated experience in a program coordination role
- Excellent time management, prioritisation and organisational skills



- Highly developed interpersonal, verbal and written communication skills.
- Strong attention of detail
- High level of keyboard accuracy and a keen eye for detail
- Demonstrated ability to work autonomously, as well as providing support to a broader team
- Experience in the preparation of reports and presentations
- Intermediate/Advanced computer skills in Word, Excel, PowerPoint and email (Lotus Notes preferred)
- Qualifications in a relevant field such as Business, Commerce or Project Management would be advantageous

### **Attributes and approach**

- Flexibility in approach
- Strong communicator with the ability to interact with people at all levels
- Ability to work in a fast paced and dynamic environment
- A positive “can do” attitude, with a willingness to jump in to achieve the broader team objectives
- A willingness to learn and grow
- The ability to apply critical thinking and problem solving to various situations in determining the best way forward

