

Reports to	General Manager Transformation
Band classification	Band 4
Date approved	December 2023

1. HealthShare Victoria

HSV was established on 1 January 2021 as a commercially oriented independent provider of supply chain, procurement and corporate shared services to Victoria's public health sector.

HSV's purpose is to partner with Victoria's public health services and suppliers to support better value for the public health sector and better outcomes for their patients.

Our focus is on the end-to-end supply chain needs of health services, including operating the State Supply Chain, to ensure Victoria's public health services have access to goods that may be in higher demand or difficult to access. Under the Health Services Act 1988 (Vic), we administer compliance-related functions, and work with health services to assist them in meeting compliance and probity obligations.

As a customer-focused service organisation, we concentrate on providing services that our public health service customers can rely on, and our work supports our health service customers in delivering safe, high-quality and sustainable healthcare for all Victorians.

2. Position summary

- 2.1 HSV's Strategic Development Division brings together Transformation, Strategy Development, Projects and Customer Engagement functionalities to create a transformation and value creation engine room for the HSV businesses.
- 2.2 Within the Strategic Development Division, the Transformation team:
 - a. Is primarily focused on deployment business analysis and continuous improvement, change management, and project management SMEs to the major projects and projects being pursued by HSV businesses (these major projects and projects being led by dedicated Project Directors).
 - b. Has a secondary focus on engaging with the broader HSV portfolio to provide counsel and coaching on business analysis and continuous improvement, change management and also project management related matters, seeking to create and embed a culture of appreciation for the benefits of business analysis and continuous improvement, change management, and project management.
- 2.3 The Project Officer will support the Portfolio, Assurance and Reporting Coordinator with project governance, reporting and assurance activities. They will also coordinate and conduct the essential activities to support the planning, execution, and delivery of projects. Working closely with the Project teams, the Project Officer will possess strong administration and organisation skills and be comfortable working with a diverse group of technology professionals (internal and external to HSV) and business teams.

3. Specific duties and accountabilities

3.1 Project Coordinator Activities

- a. Work closely with the Project Office and Portfolio, Assurance and Reporting Coordinator to conduct assurance activities, reporting and provide governance advice on current and future projects.
- b. Support the Portfolio, Assurance and Reporting function with portfolio reporting across Transformation and projects.
- c. Work with relevant workstream staff to ensure the delivery of key projects and activities, including ensuring high quality project and procurement documentation, project reporting and risk management in accordance with relevant frameworks, processes and standards.
- d. Support the work across multiple projects to ensure all project documentation, especially the current versions of plans and schedules, are completed to a high quality.
- e. Schedule regular meetings and workshops and record meetings and decisions (e.g. assigned tasks and next steps) for people from multiple organisations.
- f. Prepare and provide documentation (agendas/slide packs) to internal/external team members.
- g. Supporting the continuous improvement of HSV's project management methodology.
- h. Ensure the MS Teams site is kept up to date and all key documents are accessible.
- i. Set up training sessions and monitor attendance and reschedule as needed.
- j. Keep team member details list and holiday plans up to date.
- k. Prepare and distribute project materials.
- l. Monitor project progress using Smartsheet.

- m. Report on portfolio, program and project performance, including preparing reports and slide decks if required.
- n. Act as point of contact for the project team and facilitate communications.
- o. Collaborate on stakeholder presentations.

3.2 Leadership

- a. Foster a workplace culture that is consistent with HSV's organisational culture emphasising organisational values.
- b. Maintain strong lines of communication with key HSV stakeholders to ensure the smooth operation of the organisation.
- c. Support organisational change and growth to assist HSV in fulfilling its legislative functions in line with its Strategic Plan.

3.3 BeSafe

- a. Support the implementation of the BeSafe strategy to improve safety culture and outcomes across the business.
- b. Maintain an active participation in all aspects of supply chain safety, compliance, regulation, and innovation to ensure HSV is kept informed of new and emerging risks and risk control solutions and prepared and proactive with regards to incident, injury, and hazard mitigation.
- c. Support the development of risk assessments and management of safety across HSV
- d. Help coordinate BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- e. Actively engage with team members to communicate, educate, and facilitate awareness of risks and to mitigate adverse incidents and achieve positive safety outcomes.
- f. Promote Health and Wellbeing Committee (HAWC) initiatives across portfolio.
- g. Take reasonable care for your own safety and act in a safe manner to reduce risk to others.
- h. Work in accordance and cooperate with HSV BeSafe policies, procedures, and safe work practices. Attend any BeSafe activities, forums, and training to help create a robust safety culture at HSV.
- i. Report hazards, incidents, and injuries in a timely manner, and alert your manager or OHS/BeSafe committee member to any unsafe practice. Take part in actions to eliminate hazards.
- j. Take affirmative action to ensure your own safety such as wearing the required personal protective equipment, follow organisation COVID procedures, adhere to cleanliness requirements and take part in any required attestations.
- k. Seek information and advice, when necessary, when carrying out any new or unfamiliar work. Do not undertake work outside your skill set, knowledge, or licence.

3.4 HSV values and cross functional collaboration

- a. Establish and maintain strong working relationships with key individuals and groups across HSV's stakeholder organisations, both internal and external, and develop and apply appropriate engagement and consultation strategies in line with HSV's values.
- b. Represent HSV in appropriate forums to strengthen relationships and improve mutual understanding.
- c. Place a priority on effectively working with stakeholders from other divisions within the organisation for mutual benefit by seeking and incorporating feedback that will benefit organisational objectives.
- d. Value the contribution of our internal and external stakeholders and contribute beyond our own tasks to achieve organisational goals and demonstrate this in goal setting.
- e. Uphold HSV values:
 - i. Customer-centric; We work with our customer and put them at the centre of our decision making.
 - ii. Solutions-focused; We work together to find the best operational and commercial outcomes.
 - iii. Accountable; We do what we say we will do
 - iv. Respectful; We treat people the way we would like to be treated and work together in a safe, kind and honest way.
 - v. Open; We welcome new ideas and change as we continue to learn and grow.

3.5 Data security

- a. Comply with HSV data management policies and procedures, and report breaches and/or vulnerabilities to the IT Service Management team.

3.6 Other duties

- a. While the principal duties of this position are as above, the Project Officer may be required to undertake other duties from time to time.

4. Qualifications and Experience Required**4.1 Academic**

- a. Educated to degree level, with qualifications relevant to corporate and strategic project and change management.
- b. A project management qualification or equivalent (desirable).

4.2 Experience

- a. 2 + years' experience in PMO administrative or project coordination role
- b. Demonstrated experience of PROSCI (desirable).
- c. Demonstrated experience with project management software and tools. (Smartsheet experience advantageous)
- d. Demonstrated experience in administering cross-functional projects.
- e. Demonstrated experience with both systems related projects and operational projects; healthcare, procurement or logistics related experience advantageous.
- f. Demonstrated strength in building and maintaining effective working relationships within both Project teams and related business unit teams.
- g. Demonstrated strength in influencing skills where outcomes depend on contributions outside direct control.
- h. Demonstrated experience and ability to conduct financial analysis and provide financial support.

4.3 Personal

- a. Strong interpersonal, collaboration and communication skills.
- b. Ability to think strategically, laterally and work autonomously.
- c. Detail oriented, data-driven and intellectually curious.
- d. Adaptability and flexibility to respond to deadlines and time critical tasks and respond effectively to variable work demands.
- e. Strong problem-solving skills, focus, persistence and a positive outlook to ensure work is completed and outputs are of the appropriate quality, and accuracy.
- f. Ability to manage and prioritise multiple concurrent tasks, meet tight deadlines and work flexible hours as required to meet business needs.
- g. Ability to work in both a collaborative and autonomous manner.
- h. A high level of personal integrity.

4.4 Location(s) for Work

- a. Primary:
 - i. Casselden, 34/2 Lonsdale Street, Melbourne VIC 3000;
- b. As relevant the role may be required to "work from home" from time to time.