

POSITION DESCRIPTION

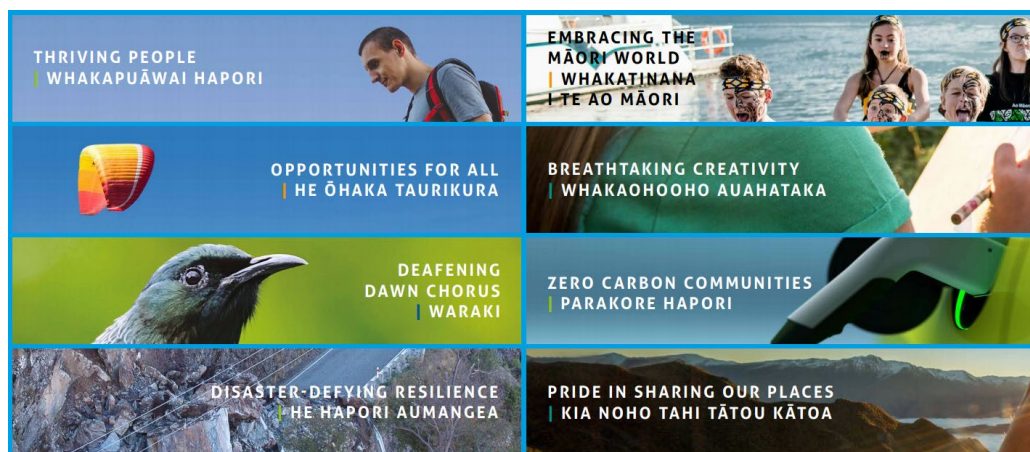
Position:	PMO Support Officer
Department:	Property and Infrastructure
Location:	Queenstown
Reports to:	Infrastructure Programme Manager
Date:	December 2021

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 40,750 which is projected to increase to 53,510 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has undergone significant and sustained growth in both resident population and in international and domestic visitor numbers. On a peak day in 2018, visitor numbers totalled 79,300 which is projected to reach 91,270 on a peak day in 2031². The overall growth pressures the district is experiencing has led to the draft 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries, and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ QLDC demand projections, July 2020

² QLDC demand projections, July 2020

³ Draft QLDC Ten Year Plan 2021 - 2031

VISION, MISSION & VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 400 FTE in January 2021, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The PMO Support Officer provides support services across the PMO, Technical Assurance and Commercial & Procurement teams within the Property & Infrastructure Directorate and acts as a Subject Matter Expert to the business on programme and project support services and processes, including being responsible for the role of Tender Secretary and providing contract and Supply Panel administration. The PMO Support Officer also supports project managers with project management functions, like project scheduling, control, and risk management, as required.

KEY TASKS

PMO, TECHNICAL ASSURANCE (ENGINEERING) AND PROCUREMENT TEAMS SUPPORT

- Provide 'Office Management' across the teams, with responsibility for ensuring that the administrative activities within the teams run efficiently by providing administration structure for both internal and external team members.
- Draft general correspondence, briefing papers, presentations, and other documents.
- Use QLDC's enterprise system to raise purchase orders and receive invoices as required.
- Coordinate and respond to requests for information from internal and external stakeholders.
- Provide Project Administration support to Project Managers, including project scheduling, control, and risk management as required.
- Assist the Programme Director, Chief Engineer and Commercial & Procurement Manager with diary management and organizing all types of meetings.
- Support team members with arranging meetings, ensuring papers, agendas and minutes are prepared and distributed, room bookings made, and rooms set up as required for the meeting.
- Champion and implement systems and processes that support effective document management.
- Develop and implement induction plans for internal and external team members, ensuring provisions are made for appropriate IT hardware and software, desk allocation and arranging relevant business introductions.
- Oversee the collation of project KPI data and support the development of associated reports prepared by the PMO Advisory Team.

TENDER SECRETARY AND CONTRACTS ADMINISTRATION SME

- Tender Secretary - assist with the procurement of consultants and contractors through coordinating advertising, collating documentation, populating existing templates and other administration requirements relating to the procurement process.
- Provide SME oversight and lead a business-wide 'community of practice' for Tender Secretaries and procurement administration, providing advice and guidance on the use and requirements of the New Zealand Government Electronic Tendering System (GETS) driving process improvement and consistency in practice.
- Provide contract management support on capital works contracts, ensuring completeness of contract files.
- Support the Commercial and Procurement Manager with the development, implementation and maintenance of a contracts register.
- Provide guidance on contract administration matters to the broader organisation, developing and implementing appropriate contracting process and procedures under the guidance of the Commercial and Procurement Manager.
- Assist the PMO Advisory Team with procurement and contract record keeping audits, acting as Audit SME where not directly involved in the procurement or contract.

CORPORATE RESPONSIBILITIES

- Build commitment to QLDC's vision, values, and services.

- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents, and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

OUTCOMES

The PMO Support Officer enables the efficient and effective delivery of project, procurement, and technical assurance functions across the business, by providing 'value-add' administrative and support services.

KEY RELATIONSHIPS

INTERNAL:

- Programme Coordinator and Programme Director
- Commercial and Procurement Manager
- Project Managers
- Property and Infrastructure division

EXTERNAL:

- Consultant Project Managers
- Consultants and contractors tendering for work

ACCOUNTABILITIES AND DELEGATIONS

FINANCIAL AUTHORITY

- CEO Sub-Delegations Category E

STAFF AUTHORITY

- No direct reports

CONTRACTUAL AUTHORITY

- No Contract authority

PERSON SPECIFICATION

EDUCATION

- Tertiary Qualification in Business Administration or related field highly desirable.
- Minimum education level NCEA Level 3.

EXPERIENCE

- Minimum 5 years' experience in a business/project administration support role or similar
- Experience in contract administration
- Experience with GETS desirable
- Excellent organization skills with the ability to prioritize multiple responsibilities and meet deadlines.

- Proven capacity to use computerised office tools (especially MS Office applications such as Word, Excel, and PowerPoint), including advanced word processing (formatting, merges etc.).
- Well-developed people and communications skills and a strong customer ethos.
- Demonstrated ability to effectively multitask
- A background in a project delivery environment is a desirable.

COMPETENCIES

Core competencies for all employees of QLDC:

Customer focus	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first-hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Relationship Management & Teamworking	Relates well to all kinds of people, up, down, sideways, inside, and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably.
Health & Safety	<ul style="list-style-type: none"> • Ensures compliance to all legal/statutory and company requirements for Health and Safety • Adheres to all QLDC's Health & Safety policies and procedures • Is actively involved in QLDC's health and safety systems • Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required • Reports any pain, discomfort, or other health & safety concerns as soon as possible • Ensures all accidents, incidents and hazards are reported using QLDC's Health & Safety reporting procedures

Competencies specific to the role:

Timely Decision Making	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision
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Decision quality	Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement; most solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
Informing	Provides the information people need to know to do their jobs; Provides individuals with information so that they can make accurate decisions and give appropriate advice to others; is timely with information