POSITION DESCRIPTION

Position	Work Location	Position Description Completed
IT Project Officer	SLSNSW Headquarters - Belrose	May 2025
Reports To:	**Direct Reports:**	**Department**
Chief Information Officer	Nil	Corporate Services

PURPOSE STATEMENT
The IT Project Officer supports the successful delivery of multiple concurrent IT projects by coordinating activities, tracking progress, and ensuring effective stakeholder communication. This role plays a key part in maintaining project momentum, managing budgets and documentation, and assisting with implementing technical solutions in alignment with organisational priorities.

SELECTION CRITERIA	
Essential	**Desirable**
- Demonstrated experience supporting the delivery of IT projects across their lifecycle, including planning, coordination, documentation, and reporting. - Strong organisational and time management skills, with the ability to manage competing priorities across multiple concurrent projects. - Proficiency in project management tools and methodologies, such as Microsoft Project, Jira, Trello, or similar platforms, and an understanding of Agile, Waterfall, or hybrid approaches. - Excellent written and verbal communication skills, with the ability to convey information to technical and non-technical stakeholders and prepare high quality reports, agendas, and presentations. - Ability to effectively manage and communicate change with all impacted users. - High attention to detail and accuracy in preparing and maintaining project documentation, schedules, budgets, and risk registers. - Strong interpersonal and stakeholder engagement skills, with the ability to collaborate effectively across teams, vendors, and other external partners. - Demonstrated problem-solving skills with a proactive approach to identifying risks, resolving issues, and supporting continuous improvement within project environments. - Working knowledge of IT environments and infrastructure, including familiarity with cloud platforms, business applications, and digital transformation initiatives. - Demonstrated success in engaging with stakeholders to analyse and interpret data,	- Formal qualifications in project management (e.g. PRINCE2, Agile, PMP, or equivalent). - Experience working in a structured IT governance or PMO environment, ideally within a not-for-profit, or complex organisational setting. - Understanding of IT service delivery frameworks, such as ITIL, and how they intersect with project delivery. - Experience supporting digital transformation initiatives, including cloud migrations, cybersecurity improvements, or application rollouts. - Familiarity with procurement processes, vendor engagement, or contract management in the context of IT project delivery. - Ability to analyse data and generate actionable project insights, such as project performance dashboards or risk assessments. - Experience using collaboration and productivity platforms, such as Microsoft 365, SharePoint, Teams, or Confluence.

• document business processes, and identify areas of improvement and optimisation. • Demonstrated experience in identifying technology solutions to business processes. • Aptitude for diagnosing issues within business systems and developing robust technical solutions.	

DIRECT REPORTING RELATIONSHIP

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          │   CEO    │
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          ┌────┴─────┐
          │  Chief   │
          │ Operating│
          │  Officer │
          └────┬─────┘
          ┌────┴─────┐
          │  Chief   │
          │Information│
          │  Officer │
          └────┬─────┘
          ┌────┴─────┐
          │IT Project│
          │  Officer │
          └──────────┘
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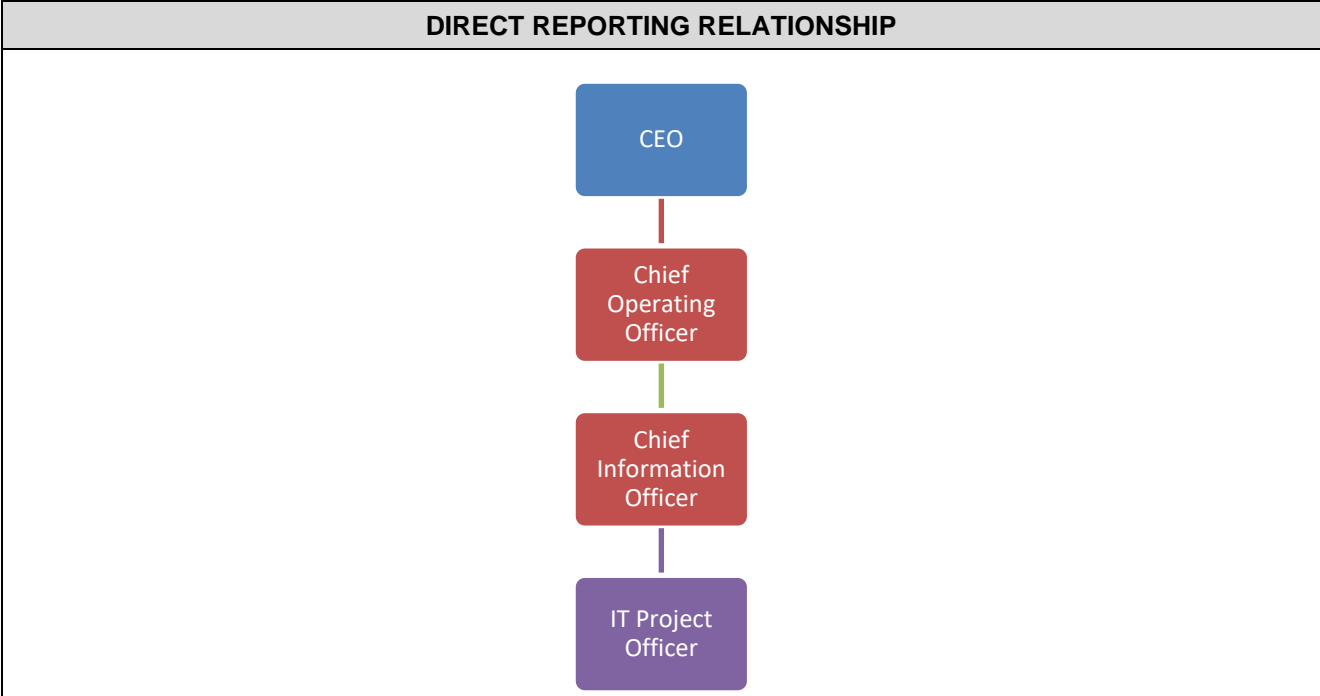
ROLE SPECIFIC RESPONSIBILITIES

- Establish and maintain a fit for purpose project management methodology that ensures consistent, scalable, and effective delivery of IT projects across the organisation.
- Coordinate the daily activities of multiple assigned IT projects, ensuring timelines, deliverables, and dependencies are tracked and met.
- Communicate with internal and external stakeholders. Establish and maintain clear, consistent, and professional communication with all relevant stakeholders throughout the project lifecycle.
- Support project planning and scheduling, including preparing and maintaining project plans, risk registers, action logs, and status reports.
- Manage end to end stakeholder engagement, including scheduling meetings, preparing agendas and minutes, and ensuring effective communication between project team members, business units, and vendors.
- Maintain accurate and up to date project documentation to ensure alignment with governance standards and audit requirements.
- Monitor project risks and issues, escalating where appropriate and supporting mitigation planning and tracking.
- Liaise with internal IT teams and external partners and vendors to support solution implementation, testing coordination, change management, and post-implementation review.
- Support procurement and contract processes, including raising purchase orders, tracking invoicing, and coordinating vendor deliverables.
- Assist with benefits realisation tracking and continuously improve project delivery frameworks and practices.
- Champion good project governance and promote adherence to internal methodologies, standards, and compliance requirements.
- Contribute to developing templates, toolkits, and knowledge resources to support consistent project delivery.

CORE RESPONSIBILITIES (ALL STAFF)	
Accountabilities	**Key Performance Indicators (KPIs)**
Work Health and Safety	• Demonstrates action taken in identifying hazards, assessing risk, and immediately reporting any injury, near miss damaged equipment or any other hazard observed in the workplace. • Demonstrates duty of care and considers own safety and the safety of others while at work. • Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times. • Is fully aware of SLSNSW's safety procedures and expectations and actively participates and contributes. • Participates in the ongoing improvement of the SLSNSW WHS policy and visibly and constantly supports its implementation. • Practice and promote the SLSNSW Equal Employment Opportunity, Anti-Discrimination, Anti-Bullying and Harassment Policy by treating fellow staff and others fairly and equitably and without discrimination, harassment, or bullying.
Organisational Culture	• Promotes and encourages personal growth and effective communication. • Understands and supports policies and procedures of the organisation as outlined on the Intranet. • Continually contributes to and supports volunteers & staff, including Directors, Branches, Clubs & Members.
Leadership/Teamwork	• Supports the decisions of SLSNSW Board of Directors and SLSNSW Management • Displays willingness to assist others shares knowledge openly, cooperates and supports the department. • Receptive and open to feedback • Maintains a positive and constructive attitude that promotes confidence in those around them. • Contributes to staff meetings and promotes the exchange of information throughout the organisation. • Regularly meets with Manager to discuss performance, plans and current issues.
Continuous Improvement	• Exercises initiative in making improvements to work processes and outcomes. • Constantly searches for better ways and strives for best practices. • Actively seeks new ideas and improvement. • Embraces and adapts to change.

WORKING RELATIONSHIPS
Internal: The IT Project Officer interacts with internal business stakeholders such as the CIO, Systems Administrator, Incumbent IT Managed Services Provider, Finance & Procurement. **External:** The IT Project Officer interacts with Vendors, Consultants and Implementation Partners.

APPROVAL			
This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation.			
Chief Information Officer	....	Date	....
Chief Operating Officer	....	Date	....

I have read and understood this document and agree to perform the duties and responsibilities listed.

Occupant Name ....

Occupant Signature .... Date ....