



WHITEHORSE CITY COUNCIL

Position description

Job title: Project Support Officer	
Classification: Band 5)	Effective Date: March 2026
Reports to: Coordinator Engineering Works	Tenure: Temporary – secondment replacement approximately 6 months

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

To contribute to the development and achievements of the City Services department through delivery of support services and associated project work. The position will provide support to the Coordinator Engineering Works predominately relating to project managing the maintenance, renewal and upgrade of civil infrastructure assets. The position will require effective project management skills, a high level of customer service skills and a commitment to quality and continuous improvement principles.

Key Responsibilities

Position Specific Responsibilities

- Provide support, project scoping, management and supervision of works relating to the maintenance, renewal and upgrade of civil infrastructure assets, including:
 - Footpaths
 - Kerb and channel
 - Road pavements
 - Drainage assets
 - Path structures and road bridges
 - Signs and street furniture
 - Line marking
- Ensure all works undertaken on civil infrastructure assets comply with Council's Road Management Plan.
- Request quotations, tendering and contract administration.
- Monitor, supervise, audit and report on the status of works carried out by Council's in-house teams and external contractors.
- Carry out safety audits on contractors.
- Verify contractor invoices against works delivered and quality of work, making recommendations for payment to the Coordinator Engineering Works.
- Monitor budgets.
- Perform reactive and proactive inspections of civil infrastructure assets.
- Provide advice and support to the Coordinator Engineering Works and team on a range of operational civil engineering works and operations.
- Assist with the development and implementation of appropriate policies and strategies relating to maintenance of infrastructure works to ensure positive customer service and responsive outcomes.
- Assist in the review and streamlining of work practices and methods within the team to enable flexible and responsive service delivery.
- Provide effective customer contact and liaison with owner/occupiers to investigate and resolve miscellaneous complaints and requests.

- Provide administration support and raise work order requests.
- Perform other duties as required that may include attending site meetings, liaise with service authorities, VicRoads and others as directed by the Coordinator Engineering Works.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: To provide the Coordinator Engineering Works with information to assist in the monitoring of the Engineering Works Operational and Capital Works budgets.

Staff responsibility: Nil

The position will supervise contractors as required.

Judgement and Decision Making

The position includes regulated activities which must be completed. The objectives of the work are well defined but the particular method, process or equipment may be selected from a range of available alternatives. Guidance and advice will usually be available within the time available to make a choice. Freedom to act set by clear objectives and/or budgets, frequent consultation and regular reporting with limited supervision.

Specialist Knowledge and Skills

- Sound knowledge and understanding of asset management systems, asset management plans and Road Management Plans relating to civil infrastructure assets.
- Sound knowledge of site and traffic safety management principles.
- Knowledge of and commitment to OHS and Equal Opportunity Employment policies and practices.
- The role includes an inherent requirement to inspect assets on foot. Please refer to the Physical and Functional Requirements Checklist for more information. Short

listed candidates may be required to attend a pre-employment medical examination.

Other Attributes (Desirable)

- Knowledge of Pathway Customer Service system.
- Knowledge of financial management system including Magiq, Oracle, or equivalent.

Qualifications and Experience

- A valid and current Victorian driver's licence.
- Qualifications and/or demonstrated experience in civil engineering or civil infrastructure asset management.
- Experience in managing the maintenance, renewal and upgrade of civil infrastructure assets.
- Experience in the supervision of contractors.
- Experience in monitoring budgets and preparing basic reports and recommendations.

Technology

- Working knowledge of MS Office Suite (Word, Excel, Outlook).
- Experience in GIS and integrated asset management systems.
- Knowledge of mobile computing devices for receiving, raising and closing work orders.

Interpersonal Skills

- Sound oral and written communication skills.
- Ability to gain cooperation and assistance from staff, residents, other departments and other authorities.
- Ability to prepare technical reports, instructions and letters.
- Ability to deal with all parties including the general public in a courteous manner and to resolve minor problems.
- Ability to supervise and manage contractors.

Key Relationships:

- Liaises closely with management and staff at all levels up to and including General Managers.

- Required to maintain a professional relationship with the general public, residents, community groups, government departments, agencies, other Councils, service authorities, contractors and suppliers.

Management Skills

- Ability to work successfully in a team environment as well as independently with minimal supervision.
- Ability to perform on the job training and provide guidance for new staff members and contractors.
- Ability to plan, coordinate, prioritise and organise work in advance and complete them on time and within budget.
- A flexible approach and the ability to embrace change.
- Committed to innovation and continuous improvement.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Key Selection Criteria

1. Qualifications and/or demonstrated experience in civil engineering or civil infrastructure asset management or project management.
2. Proven skills in project managing the maintenance, renewal and upgrade of civil infrastructure assets.
3. Ability to communicate clearly and professionally in both writing and verbally, at all levels of the organisation and with all stakeholders.
4. Ability to work successfully in a team environment that embraces changes and innovation.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		None	
Hand/Arm Movement Tasks involve use of hand/arms		None	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	Moving items around the office	Very occasionally	
Standing Tasks involve standing in an upright position	Site meetings or inspections	Frequently	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		None	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	The role includes an inherent requirement to inspect assets on foot.	Frequently	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	Moving items around the office	Very occasionally	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		None	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Office based work	Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	Using computers, reading materials, undertaking inspections	Frequently	

Any other relevant comments: