



POSITION DESCRIPTION

Title	Project Officer	Location	Brisbane
Reports to	Livia Tramontina Project Manager	QTIC Office	
Prepared by	Catherine Kristensen	Date	April 2022

PRIMARY OBJECTIVE

Project officers provide vital assistance to project managers. As a project officer, you will not only perform routine administrative duties like database management and minute taking – rather, your responsibilities will be inextricably tied to the success of the project you are working on. Driving everything forward from planning to implementation, your actions will directly influence the efficiency and cost-effectiveness of the micro-credentialing project that you will be working on.

Every project is different and therefore your duties will change accordingly.

For this role, you will be responsible for engaging & administering participants from tourism and hospitality businesses to complete micro-credential courses.

You will assist with the development and delivery of 13 regionalised customer service courses.

You will also assist create and deliver a micro-credential to give guidance on the ethical and legal challenges associated with sharing First Nation cultural heritage and land usage. New content will be professionally produced and filmed with industry.

As the project manager's right-hand person, you will play an important role in project planning, risk and issue management. Moreover, you will log, manage, and analyse information on the progress of the project, using Excel and other bespoke databases.

PRIMARY DUTIES & RESPONSIBILITIES

- Assisting in the coordination and administration of QTIC programs as required
- Identify and operationalise opportunities for research and project collaboration with other organisations, including government

Other administration duties include (but not limited to):

- Coordinate and arrange meetings
- Develop and maintain internal registers and databases

- Represent QTIC and partners in the general community and set high standards of professional leadership and personal behaviour
- Maintain good working relationships with internal and external stakeholder groups
- Prepare and submit project reports in a timely manner
- Follow all internal QTIC processes in a timely manner

Job Specific Capability:

- Highly proficient in the use of Microsoft applications, including Word and Excel
- Ability to communicate at all levels of the business
- Excellent communication skills both oral and written
- Demonstrated ability to work as part of a team
- Demonstrated success in providing consistent and exceptional customer service
- Demonstrated ability to prioritise and work under pressure
- Ability to maintain confidentiality
- Excellent telephone technique
- Good presentation skills
- Experience in business partnership management and development
- Demonstrated capacity to plan, manage and report on complex projects to tight deadlines
- Well-developed interpersonal communication skills and an ability to liaise with people from diverse socio/cultural backgrounds
- Formal qualifications in tourism or events or related fields
- Ensure project logistics and stakeholder engagements are organized well in advance
- Ensure individual project deadlines are met including planning, on-ground outcomes, and reporting
- Databases are kept up to date

KEY RELATIONSHIPS

Internal

- QTIC team,
- QTIC members; and
- QTIC sponsors, consultants and suppliers

External

- National, regional, and local tourism organisations
- State and federal government agencies and stakeholders
- Sectoral Associations
- Industry and other stakeholders as required

SKILLS, KNOWLEDGE AND PERFORMANCE AREAS

Business Ability

- ***Demonstrate accuracy and attention to detail in all work***
- Provide reliable and consistent quality of work
- Utilize business management and reporting systems to ensure all data is recorded
- Demonstrate excellent abilities in analyzing issues and ability to apply this to the tourism industry
- Being committed to continuous improvement
- Effectively deliver various programs, funded through federal or private sources and in partnership with diverse stakeholders
- Research and submit funding applications for grants and state/local government programs in consultation with QTIC management and partner agencies
- Liaise and maintain strong business relationships with partners and corporate partners in a professional, accurate and informative fashion
- Work cooperatively within a small but multidisciplinary team to meet objectives

Self Leadership/Management

- Understand and work towards achieving the KPIs, goals and directions of QTIC
- Establish goals in line with corporate objectives
- Demonstrate capacity to work with independence, flexibly and initiative within the QTIC structure however accepts guidance
- Demonstrate excellent professional judgment to adapt and respond to situations
- Seek and take opportunities to develop personal and professional skills, knowledge, and attributes to achieve performance expectations
- Develop and implement various industry related programs
- Adhere to all company policies and procedures

Team Orientation

- Work cooperatively, consultatively, proactively, and professionally
- Understand team roles, responsibilities, and expectations
- Identify and work towards team goals
- Demonstrate a commitment to QTIC values

Relationship & Service

- Committed to assisting and servicing others including the effective transfer of information to other team members
- Demonstrates tact and discretion in all dealings
- Able to complete projects successfully and on time
- Deals with internal and external information requests effectively and efficiently

Communication

- Represent QTIC and partners in the general community and set high standards of professional leadership and personal behaviour
- Maintain good working relationships with Project Partners

- Complete and submit Project Reports in a timely manner
- Follow all internal QTIC processes in a timely manner