Position description
CX Plus Project Officer

Department	Digital Services
Employment type	Temporary
Classification	Band 5
Location	Warrnambool
Date approved	November 2026
Approving Officer	Executive Digital Services

Position objectives

The CX Plus Project Officer provides administration and coordination support for Wannon Water's Customer Relationship Management (CRM) and Billing System implementation project.

Reporting to the Senior Project Manager – CRM & Billing, the role helps maintain accurate records, coordinate meetings and project activities, and monitor actions and deadlines. It also supports reporting, governance, procurement and resource administration within the project.

Key responsibilities and duties

Project administration and coordination

- Administer and update project management systems, plans and schedules, ensuring records contain current, accurate and complete data.
- Maintain project risk, issue, action and decision registers, financial tracking records and other project documents. Enter agreed updates, check for missing or inconsistent information and follow up with the relevant team members.
- Collect routine progress updates and update project tracking tools and reporting templates. Check that dates, status information and supporting documents are consistent, and refer discrepancies or overdue updates to the Senior Project Manager.
- Support purchase requisitions, purchase-order tracking and invoice administration. Check coding against current project codes, reconcile supporting records with Finance and refer discrepancies and payment requests to authorised officers.
- Maintain the project resourcing and backfill plan using information confirmed by project and business leads, including FTE requirements, commencement dates, duration, funding status and end-of-assignment arrangements.

Meetings, governance and document control

- Coordinate project meetings, workshops and governance activities, including scheduling, agendas, papers, minutes, action tracking and follow-up.
- Coordinate document review and approval processes, including version control and evidence collation, and ensure project records are appropriately maintained and retained in accordance with Wannon Water requirements.

- Support the preparation and collation of status reports, governance papers and gateway/assurance documentation.
- Provide coordination and administrative support for project activities such as testing, data migration, training, readiness and transition, including scheduling activities, tracking actions and maintaining associated records.

Organisational relationships

Responsible to	Senior Project Manager – CRM & Billing
Responsible for	No direct reports.
Internal liaison	Senior Project Manager – CRM & Billing; Project Functional Lead; Project Manager – Digital Services (CX Plus data integrity and migration); architecture and integration specialists; Digital Services; business subject matter experts; Finance and Procurement; People & Wellbeing and records management team.
External liaison	Echo Managed Services and other implementation partners, consultants, independent assurance providers and third-party system vendors, within assigned coordination responsibilities.

Accountability and extent of authority

- Authority to organise and prioritise own work within agreed project priorities, coordinate agreed project administration activities, follow up outstanding information and actions, and make routine administrative decisions within established project processes.
- Work independently within agreed objectives, priorities, procedures and approved project controls, with guidance and advice available from the Senior Project Manager and relevant specialists.
- Freedom to act is limited by standards, procedures and directions.

Judgement and decision making

- Apply project coordination knowledge and established methods to resolve scheduling conflicts, incomplete submissions, inconsistent register information and other delivery-support issues.
- Review project information to identify gaps, inconsistencies, overdue actions or emerging coordination issues and raise these with the relevant project lead or Senior Project Manager.
- Exercise judgement in prioritising assigned work, coordinating review sequences and seeking clarification, taking account of milestones, reporting deadlines and dependencies.
- Adapt coordination tools and working procedures to new situations in consultation with the Senior Project Manager. Seek specialist advice where the issue involves functional, technical, contractual, financial or regulatory judgement.
- Refer unresolved conflicts, material variances and matters outside approved procedures or delegated authority to the Senior Project Manager. Do not imply approval or make commitments beyond the role's authority.

Specialist skills and knowledge

- Sound knowledge of project lifecycle controls, including schedules, milestones, dependencies, risks and issues, change control, document reviews and governance reporting.
- Proficiency in Microsoft 365 collaboration and reporting tools, including MS Teams, SharePoint, Excel, Word and PowerPoint, and the ability to maintain information in project scheduling, task and issue-management systems.
- Ability to consolidate information from multiple workstreams, check data quality and produce clear status summaries, registers and exception reports.
- Knowledge of document control, records management, confidentiality and access-request processes, with attention to reliable audit trails.
- Understanding of purchase requisitions, purchase orders, invoice checking, project cost coding and financial tracking within established procurement and delegation requirements.

Management skills

- Skills in managing time, planning and prioritising assigned work and recurring project controls to meet deadlines.
- Coordinate contributions through clear requests, constructive follow-up, and recognition of business-as-usual workloads and resource constraints.
- Monitor completion and quality of assigned outputs, maintain orderly records and improve coordination processes without introducing unnecessary administration.

Interpersonal skills

- Build constructive working relationships with project team members, business stakeholders and external delivery partners.
- Communicate clearly and professionally, tailoring requests, meeting records and status information to the audience.
- Handle confidential project, commercial and workforce information appropriately and work collaboratively across organisational boundaries.

Qualifications and experience

Essential

- Demonstrated experience in project administration, project support or coordination within a multi-stakeholder environment.
- Experience maintaining project schedules, registers and documentation, coordinating meetings and actions, and working across competing deadlines. Demonstrated ability to review and reconcile project information, identify discrepancies and produce accurate written records and reports.
- Practical experience with Microsoft 365 collaboration tools, spreadsheets and project or task-management systems.

Desirable

- Experience in project coordination or project controls within a business or technology environment.
- Experience supporting CRM, billing or other enterprise system implementations, including testing, migration, training or transition activities.
- Experience supporting procurement, invoice administration, project financial tracking or resource planning.
- Experience in a water corporation, utility or public-sector environment.

Our values and Code of Conduct

All employees are required to act in accordance with the Code of Conduct for Victorian Public Sector Employees and demonstrate the Victorian Public Sector values of responsiveness, integrity, impartiality, accountability, respect, leadership and human rights, together with Wannon Water's organisational values.



Inclusion and diversity

We embrace all forms of diversity and promote family friendly working hours and leave arrangements to ensure our workforce reflects the community that we serve.

Policies and procedures

All employees are required to adhere to systems, policies and procedures in relation to our activities. Employees shall not use their position for personal gain or advantage, nor disclose any confidential information acquired through employment by the Corporation.

Occupational health and safety

We've developed OH&S policies and procedures designed to meet the requirements of the internationally recognised Australian Standard/New Zealand Standard 4801 (AS/NZS 45001). These standards ensure that all employees are provided with a safe and healthy working environment.

Equal employment opportunity

We follow the principles of equal employment opportunity and every employee is responsible for ensuring the workplace is free from discrimination.

Training and development

Well-planned training is crucial to our success. Managers and employees work collaboratively to identify training and development needs to equip our employees with the necessary knowledge and skills to perform their roles effectively. Each year, managers conduct performance reviews with employees to identify, plan, and initiate relevant training and development for the upcoming twelve months.

Signature

Employee Name	Employee Signature	Date