Position details

Title of Position:	Business and Project Support Officer
Reports to (position title):	Manager, Sustainability
Division:	Assurance
Function:	Assurance
Number of Direct Reports:	Nil
Grade:	Grade 2

Health, Safety & Wellbeing

ElectraNet is committed to co-creating a workplace of choice and enriching the communities in which we operate.

As an industry leader, ElectraNet is at the forefront of the clean energy transition. We are socially and environmentally ambitious, and our continued commitment to developing, operating and maintaining our network in a way that creates opportunities for people and nature to thrive is essential to achieving our vision of energising South Australia's Clean Energy future.

Our commitment also drives our focus to create a physical and psychosocial environment that supports the health, safety and wellbeing of our people.

We all contribute to ElectraNet's workplace culture and have a duty of care to ourselves and one another to work safely, assess and manage risk, courageously speak up and promptly report any unsafe working practices, hazardous working conditions or security threats and to collectively learn and grow from every opportunity.

Position Overview

The position provides broad business and administrative support to enable the successful delivery of business, project and team outcomes. Success in this role is characterised by the ability to work with minimal instruction, accuracy and timeliness, demonstrating resourcefulness and initiative, the ability to problem solve and prioritise tasks and provide high level customer service to support the team to deliver outcomes.

Key Responsibilities

Operational & Technical

- Provide administrative support to enable achievement of business, project and team priorities.
- Arrange travel, accommodation, training or business functions as needed along with any supporting documentation
- Liaise with internal, external stakeholders and customers to co-ordinate internal and external meetings, including diary management, venues, scheduling, invitations, preparation of agenda materials, following up action items and catering as required.
- Support the development, maintenance and continual improvement of business frameworks, registers, systems, databases, procedures and processes.
- Process support with raising purchase orders or requisitions, payment of invoices, reimbursements and reconciliations, to ensure that financial records and databases are accurate and up to date.

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- Assist in the preparation of correspondence and documentation for example letters, plans, reports, submissions, presentations, contract documents, minutes and memos based on corporate templates.
- Provide support for document, data and financial management, external contractor engagements, stakeholder communications, schedule management and project administration.
- Provide support for new employee on-boarding, for example, co-ordinating IT and Facilities requests, ordering of equipment, desk set up.
- Ensure effective records management using the appropriate system in line with business requirements.
- Ensure systems and records are maintained accurately and up to date.
- Maintain currency and relevance of Divisional content on the intranet site (Maxwell).
- Perform other duties, commensurate with skills and classification level, as required.

Behavioural

- Provide day-to-day business support and guidance, including some out of hours work as required;
- Work effectively with the Divisional Executive Assistant, Business Support Team and other ElectraNet teams to deliver business administration to ensure the completion of key deliverables;
- Develop strong relationships, delivering a high level of customer service;
- Contribute towards and foster a respectful workplace environment that values cultural diversity, innovation and high performance;
- Role model the Safety-First culture, demonstrate personal accountability for self-development and for achieving quality and timely results;
- Role model the behaviours that contribute to a constructive workplace culture; inspire, motivate and support the business to operate in a high-performing environment;
- Carry out the duties of the role in a professional and ethical manner and in accordance with ElectraNet's values, Code of Conduct and other policies.

Significant Working Relationships

- ElectraNet Leaders and teams
- External Customers, Contractors & Suppliers
- Divisional Executive Assistants

Equipment & Technology Used

- Microsoft Office suite of products (Intermediate to advanced skills)
- Travel booking system
- Financial management system (SAP and Concur)
- File management system (Sharepoint, Docushare)
- Project management system (PSA, SPF, ElectraNetConnect)
- Intranet

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Selection Criteria

Knowledge & Experience

Essential

- Demonstrated experience working in a similar business support or project support role, ideally within a corporate environment.
- Proven ability to build and maintain collaborative relationships with internal and external stakeholders.
- Excellent written and verbal communication, including strong customer service skills.
- Strong attention to detail, analytical, planning and organisational skills with a continuous improvement focus.
- Strong ability to apply initiative, gather information and exercise independent judgement to resolve and address issues as they arise.
- Demonstrated positive and flexible attitude with a willingness to take on a wide range of tasks and adjust to competing priorities.
- Experience in document management and maintaining accurate systems and databases to support business decision making.

Qualifications

- Equivalent level of administration skills and knowledge gained through relevant experience or tertiary education.

Background Checks

- Pre-employment checks, including background and security checks (such as global criminal checks) are required for this position, completed prior to commencement and repeated on a regular basis after appointment.

NOTE: Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

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