



Bank of us.

Tasmania | Community | Customer

Position Description



Name:
Vacant



Title:
Program Officer



Reports to:
Head of PMO



Location:
Hobart or Launceston

Role Purpose

Your number one aim in this role is to provide effective program coordination, governance, and administrative support to enable the successful delivery of strategic projects and change initiatives across the organisation, helping position us as the Bank of choice for all Tasmanians.

31 July 2026

Key to your success will be your ability to manage competing priorities, maintain a high level of accuracy and attention to detail, and build strong mutually beneficial relationships at all levels internally and externally.

Skills we are looking for

- Excellent verbal and written communication skills that can engage and persuade various audiences.
- A results-oriented commercial focus that is balanced by a customer centric approach.
- The ability to prioritise and manage multiple tasks, meet deadlines, and deliver results, while adapting to changing circumstances and expectations.
- Attention to detail, thoroughness, and accuracy that ensures quality and reliability.
- The ability to develop strong and beneficial networks internally and externally.
- The ability to work collaboratively and constructively with other business areas and stakeholders.
- Proficiency in Microsoft Office applications, particularly Excel and Word, ideally with experience maintaining project plans, preparing status reports, tracking risks, issues and actions, and supporting project administration activities

Personal Qualities we are looking for

- A customer centric approach and commitment to providing exceptional service.
- Resilience and a commitment to achieve quality outcomes for the business and customers by overcoming challenges, learning from feedback, and striving for continuous improvement.
- A commitment to being a team player by supporting and respecting your colleagues and contributing to a positive and collaborative work environment.
- Self-motivation and an ability to work with autonomy.
- The ability to be an innovative, creative, and lateral thinker, with a solutions-based approach to problem solving.
- The willingness and ability to acquire new skills and knowledge by seeking feedback, learning from others, and embracing new challenges and opportunities.
- High level personal integrity and discretion with working with confidential information.
- Strong set of personal and business values which complement the organisation's culture, values, and behaviours of Live it, Love it, Own it.

To succeed you will have (to be addressed as part of the application)

Experience

- Demonstrated experience providing project, program, or PMO coordination support, or a strong desire to build a career in project and program delivery.
- Proven experience preparing and maintaining project documentation, including status reports, meeting minutes, action logs, risk and issue registers, governance papers, and project plans.
- A good understanding of contemporary Project Management practices and frameworks or a strong desire to learn.
- Demonstrated ability to prioritise and manage multiple tasks, meet deadlines, and deliver results, while adapting to changing circumstances and expectations.
- Excellent stakeholder engagement and management skills, with the ability to build and maintain positive and productive relationships and communicate to a variety of audiences.
- Previous experience in the banking/finance industry (desirable).

Qualifications & Licenses

- Relevant tertiary qualifications in Project Management, ICT or a related discipline.
- Relevant Professional Certifications i.e. Project Management.
- Hold and maintain a current Drivers' license (intrastate travel is required from time to time).

Key Relationships

Internal Relationships

- Project Management Office team
- Project Committees
- Executive Team
- All Staff

External Relationships

- Suppliers
- Other financial services institutions
- Industry contacts and professionals

Key Responsibilities

People

Assist with fostering a culture of achievement through championing the PMO activities, including a personal commitment to being a values-based professional who demonstrates behaviour consistent with the organisation's values.

- Work in a collaborative manner with internal teams and external third parties ensuring the relationships add value to the organisation and support strategic objectives.
- Assist with creating a working environment which fosters an achievement culture in which people can focus on meeting sales, productivity, quality, and service levels.
- Encourage and assist with the continuous improvement in all processes to build efficiency and resource optimisation.
- Contribute to the continuous improvement of the PMO by providing feedback, sharing best practices, and participating in PMO initiatives and activities.
- Build strong working relationships with team members within the immediate team and across other teams in Bank of us.
- Share thoughts, ideas, and feedback with peers, celebrate success together.

Success looks like:

- Evidence of continuous improvement.
- Staff capability survey measures.
- Internal Customer Satisfaction Survey Results.
- Personal behaviours aligned to Live it, Love it, Own it.

Customer

Provide SME advice to the organisation and relevant stakeholders on PMO activities and deliverables and keep them informed of developments or changes that may affect their area or external parties.

- Work collaboratively and build strong working relationships with stakeholders and staff, to understand their needs and challenges, and deliver business outcomes.
- Prepare regular status reports, dashboards, and presentation packs for the Program Manager and Steering Committee.
- Act as a central coordination point for the program across internal teams, external partners, and vendors.
- Schedule meetings, prepare agendas, record and distribute minutes, and track action items.
- Collect status updates from team members and work-stream leads.
- Coordinate and distribute project updates to ensure alignment on requirements, dependencies, and delivery milestones.
- Support preparation of board papers and executive briefings in line with governance cadence.
- Facilitate cross-team meetings and workshops and support resolution of minor issues through effective information routing.
- Support consistency across projects by promoting shared templates, lessons learned, and best practice.
- Support the implementation and adoption of PMO frameworks, standards, and tools.

Success looks like:

- Service Level Agreements met.
- Internal Customer Satisfaction Survey Results.
- Completion rate/time/quality of objectives.

Business

Assist in the delivery of high-quality PMO outcomes that support the organisation's strategic goals and projects.

- Coordinate and support day-to-day program activities.
- Maintain the program calendar and coordinate logistics for governance forums and delivery meetings.
- Provide general administrative support, including filing, data entry, and correspondence.
- Track milestones and deliverables and escalate risks or delays as required.
- Maintain accurate and up to date project records and registers.
- Administer risk, issue, change, and decision registers.
- Ensure version control and appropriate filing of project documentation within approved systems.
- Manage project tools, templates, and document repositories used by delivery teams.
- Support the program's governance and compliance framework.
- Ensure alignment with organisational project management methodology, governance standards, and quality processes.
- Support audits by preparing required documentation and evidence.
- Support project financial management, including budget tracking and monitoring of actuals against plan, and escalate cost variances as required.
- Ensure financial reporting and expense management align with organisational requirements.

Success looks like:

- Internal Customer Satisfaction Survey Results.
- Evidence of continuous improvement.
- Completion rate/time/quality of objectives.

Risk, Values and Behaviours

Ensure that all aspects of the role and administration are conducted in accordance with Bank of us vision, values, and behaviours of Live it, Love it, Own it, policies, procedures and relevant State and Federal legislation. Additionally, identify, assess, and mitigate any potential risks that may arise during the business analysis work, and ensure alignment with the organisation's risk appetite and framework.

- Monitor and escalate critical risks or issues in a timely manner.
- Contribute to maintaining the Bank of us reputation for corporate responsibility by ensuring all actions and behaviours are in accordance with Bank of us compliance requirements. These include statutory, legal, and ethical obligations and maintaining an up-to-date knowledge of Bank of us policies, procedures, products and services.

Success looks like:

- Risk, Values and Behaviours as per P2S.

Other

Undertake any other reasonable duties as directed by the Head of PMO or Executive from time to time

Employee's Signature

Date

Leader's Signature

Date



Collaborate to achieve
excellent outcomes.



Build positive healthy relationships, celebrate
success and be respected by the community.



Act with integrity and be confident,
proactive and accountable