

Position description

Position title	Procurement Support Officer
Position number	201189
Classification level	A
Group	Corporate Services
Reports to	Procurement Engagement Manager
Location	1010 La Trobe Street, Docklands
Date	May 2025
Tenure	Permanent full time

Our organisation

VicTrack is custodial owner of Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of two specialist delivery groups – Property and Telecommunications – supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

The Procurement Support Officer reports directly to the Procurement Engagement Manager.

Budget

N/A

Purpose of the position

The Procurement Support Officer provides professional administrative support and coordination with a strong focus on the procurement team and VicTrack buyers in administering and supporting the compliance of the competitive tendering and contract management processes.

Key accountabilities/functions

- Responsible for onboarding all new suppliers within CiAnywhere, Avetta and CreditorWatch including undertaking due diligence checks and providing advice to VicTrack buyers on the minimum requirements.
- Provide advice, information and support to VicTrack staff in the form of informal training and coaching in relation to P2P and effective procurement practices for business-led procurement activities compliant with VicTrack procurement policy, procedures and processes.
- Provide direct support to the Procurement team in the creation, management and administration of tenders, contracts and related documentation, including the establishment and maintenance of records and data within the relevant information management systems including Content Manager, CiAnywhere and Avetta.
- Provide a range of administrative support functions to members of the Procurement team as required, such as coordinating procurement related correspondence, document reviews, managing email inbox, scheduling and taking meeting minutes, etc.
- Coordinate and facilitate procurement related meetings and workshops, including but not limited to team meetings, industry briefings and evaluation sessions.
- Assist the GM Procurement in providing effective communication between Victorian government agencies, suppliers, industry groups (including ICN, VGPB, State Purchase Contracts etc).
- Perform quality assurance on procedural, governance and procurement documentation.
- Maintain and update registers specific to procurement.
- Assist in the design and implementation of procurement training and guidelines, as required.

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety

- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents
- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- Tertiary studies in business and supply chain or related fields are desirable.

Knowledge and experience

- Proven ability to build and maintain professional relationships with all stakeholder groups, both internal and external, with a strong emphasis on providing timely customer service.
- Demonstrated ability in maintaining confidentiality, professional competence and exercising discretion at all times.
- Knowledge and experience delivering high-quality administration support.
- Experience working in a Victorian Government environment within procurement (highly regarded).

Skills

- Ability to work collaboratively with diverse range of stakeholders.
- Strong attention to detail so that data and documentation is accurate and high quality.
- Ability to work autonomously as well as with teams to facilitate effective delivery service within an administrative capacity.
- Strong organisational and planning abilities, excellent time and problem management skills, keen attention to detail, and proficient verbal and written communication skills.
- Strong proficiency with Microsoft Office suite, in particular Microsoft Excel and Microsoft Word, as well as purchasing systems and document/records storage database.

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers