



Project Support Officer

Full-Time Fixed Term

Remote - Work from Home (Occasional travel may be required based on project needs.)

\$35.88 per hour + allowances + super

About Us

At SHEPHERD, our mission is to leverage our expertise, cutting-edge systems, and specialised asset management tools to create a positive impact for our clients across Australia. We offer integrated and specialist products and services across seven key areas including Asset Management Services, GIS, Road Asset Condition Assessment (RACAS), Valuations, Roads Maintenance Management Systems, Project Management Services (Civil), and Flood Restoration.

With a commitment to innovation and excellence, we deliver tailored solutions that drive efficiency, reliability, and long-term value for our clients.

About the Role

SHEPHERD is seeking dynamic and detail-oriented Project Support Officer to join our team. Reporting to the Manager – National Projects Civil & Disaster Recovery, you will play a vital role in providing professional, reliable and efficient administrative and project support across our Civil & Disaster Recovery business unit.

Working closely with project managers, you will contribute to successful project outcomes through a collaborative and solutions-focused approach. Your role will also be instrumental in driving process improvements, enhancing efficiencies, and ensuring consistency across all SHEPHERD projects.

If you thrive in a fast-paced, team-oriented environment and are passionate about delivering high-quality results for both clients and internal stakeholders, we'd love to hear from you!

What We're Looking For

- **Qualifications & Experience** – A minimum Certificate III in Administration or Project Management, with 3-5 years of experience in project support, administration, or a related field.
- **Organisational Skills** – Strong time-management abilities, with a talent for prioritising tasks effectively.
- **Communication Excellence** – Outstanding written and verbal communication skills, ensuring clarity and professionalism in all interactions.



- Tech-Savvy – Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and experience using project management tools.
- Team Player & Collaborator – Ability to work seamlessly within a team and liaise confidently with external stakeholders.
- Attention to Detail – High accuracy in documentation, reporting, and minute-taking.
- Problem-Solving Mindset – A proactive approach to overcoming challenges and improving processes.
- Independence & Accountability – Capability to work autonomously, manage tasks efficiently, and meet deadlines.
- Mobility – A valid Class C driver’s licence is required.

Why join our team at SHEPHERD?

At SHEPHERD, we’re more than just a fast-growing company—we’re a team that values respect, teamwork, positivity, excellence, innovation and work-life balance. If you’re looking for a workplace that truly supports and invests in its people, you’ve found the right place!

What We Offer:

- Competitive Salary & Benefits – We recognise and reward your contributions with an attractive remuneration package.
- Work from Home Allowance.
- Mobile Phone Allowance – Stay connected with a company-provided allowance.
- Professional Development – Ongoing training and growth opportunities to help you excel in your career.
- Workplace Support – Access to Employee Assistance Programs (EAP) for your well-being.
- Team Spirit & Culture – Be part of a dynamic, supportive, and values-driven team.
- Uniforms Provided – We’ll take care of your workwear so you can focus on what you do best.
- Fully Covered Travel Expenses – When travel is required, we handle all arrangements and costs so you can focus on the job.

If you want to be part of a company that values you, invests in your future, and provides a positive, team-oriented environment, we’d love to have you on board! 🚀

Interested?

We invite candidates to apply via SEEK. Applications will be reviewed as received, with shortlisted candidates contacted directly.

For a full candidate prospectus and information on our recruitment process, visit our website: [Join Us](https://shepherdservices.com.au)



**Project Support
Officer**



shepherdservices.com.au

*Leaders in Regional Roads Management
and Disaster Recovery Systems*



SHEPHERD Overview

- SHEPHERD has a proud history of assisting Local Government with specialist asset management, GIS and civil engineering services, and has established a trusted reputation for delivering innovative, practical, and technically excellent outcomes.
- SHEPHERD first established itself as experts in road management assisting regional and remote councils with specialist asset management and GIS services. In response to their clients' need for an accurate, portable and affordable electronic road survey tool to better inform road maintenance programs, the team developed RACAS® – SHEPHERD's own Road Asset Condition Assessment System.
- The business diversified into civil project management, specialising in disaster recovery and flood restoration projects, in 2016 and now offers a fully integrated service including project and contract management, GIS and systems support, and asset accounting support.
- From these strong foundations the business has continued to grow, and today SHEPHERD remains a leader in road asset management and an emerging leader in disaster recovery systems.
- Their suite of integrated services builds on an ability to provide a powerful and accurate database, streamlined and automated processes and expert advice from which their clients can make informed business decisions.
- However, technical excellence, innovation, and value of money outcomes that work for their clients and improve local communities, remain the cornerstones of the SHEPHERD approach.
- For further information please visit www.shepherdservices.com.au



SHEPHERD Values

At SHEPHERD we take great care in how we do business and the lasting impression we make on those we service. Our values are at the heart of our identity and describe how our people behave and interact with colleagues and clients.

Respect

We are kind to others and ourselves. We act with integrity and honesty, treating others with respect and polite manners.

Teamwork

We offer our help first, we have each other's back, and together we achieve more. We are open and honest, listen actively and stick to the agreed plan in order to reach our goals.

Positive Attitude

We challenge negatively and accept challenges head-on with our can-do attitude and solution focused thinking.

Excellence

We take pride in honing our technical expertise and the continuous improvement of our proven systems to deliver exceptional outcomes to our clients. By achieving excellence in our work, we make a positive influence on our industry.

Practical Innovation

We are open to new challenges and use our experience and creative thinking to solve complex issues with practical solutions that work.

Productive Work Life Balance

Our flexible work environment promotes productivity and a family-first approach that balances high performance with a quality home life. We work to our full capacity and share the load to ensure the entire team achieves a healthy work life balance.



What Drives and Inspires SHEPHERD

What we do best at SHEPHERD is deliver innovative Asset Management and Disaster Recovery solutions for better roads.

We are inspired to make a difference to regional and remote communities by sharing our ability to solve complex issues with practical advice and innovative systems.

We are motivated by working with clients who seek us out for our excellent people, our practical expertise, our solutions oriented 'Here to Help' approach, and our proven results.



We believe in our people and are driven to be Australia's recognised leader in Regional Roads Management and Disaster Recovery Systems by 2026.



The SHEPHERD Competitive Edge

We Never Stop Innovating

The unique challenges faced by our clients, particularly those in regional areas, and our desire to use the latest technology and advances in Ai to solve complex issues practically, ensure that we never stop innovating.

We Deliver Quality Data

We believe that quality data drives better business decisions, and we define quality data as being relevant, accurate and of the highest level of information integrity. Our specialist tools are designed to provide quality data that informs the entire business.

We Link Asset Accounting with Engineering

We see the bigger picture – that financially strong councils deliver better outcomes for local communities. As engineers and accountants who specialise in asset management, we have unique skill set and ability to align financial accountability with practical service delivery outcomes.

We are Ready to Mobilise

We reduce the stress and risk to clients when they need it the most – ready to mobilise in response to disaster events or project deadlines. Our multi-disciplinary civil and disaster recovery team has the diverse experience to deliver.

We Go Beyond Compliance

At SHEPHERD we understand Local Government because we are from Local Government. Our team, from partners to technical officers, have their roots in the industry, crafted their skills there and formed their passion for creating better communities there. We go beyond compliance to deliver practical solutions to make a difference.

We Build Internal Capacity

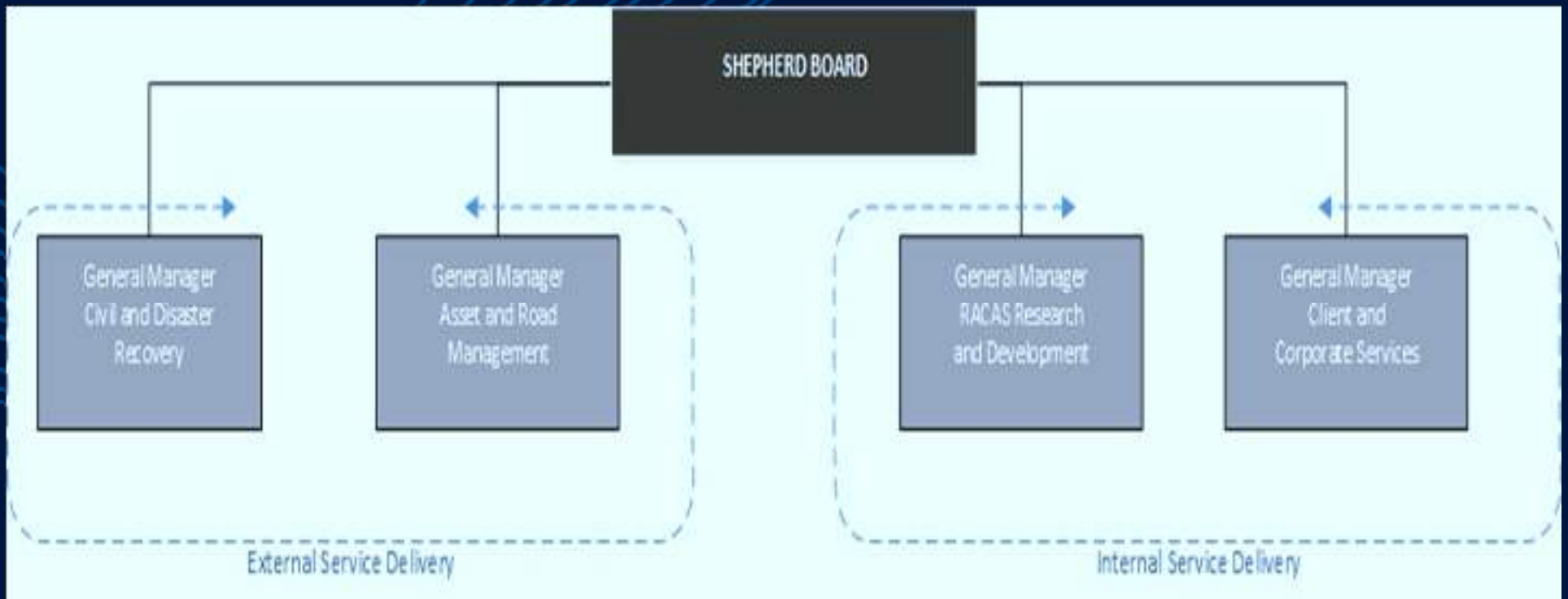
We enjoy working with regional and remote councils and are willing to build their internal capability by sharing our asset accounting, engineering and GIS expertise, systems and tools. The opportunity to build internal capacity is also why we prefer to build longer-term relationships with our clients.

We Are Industry Leaders

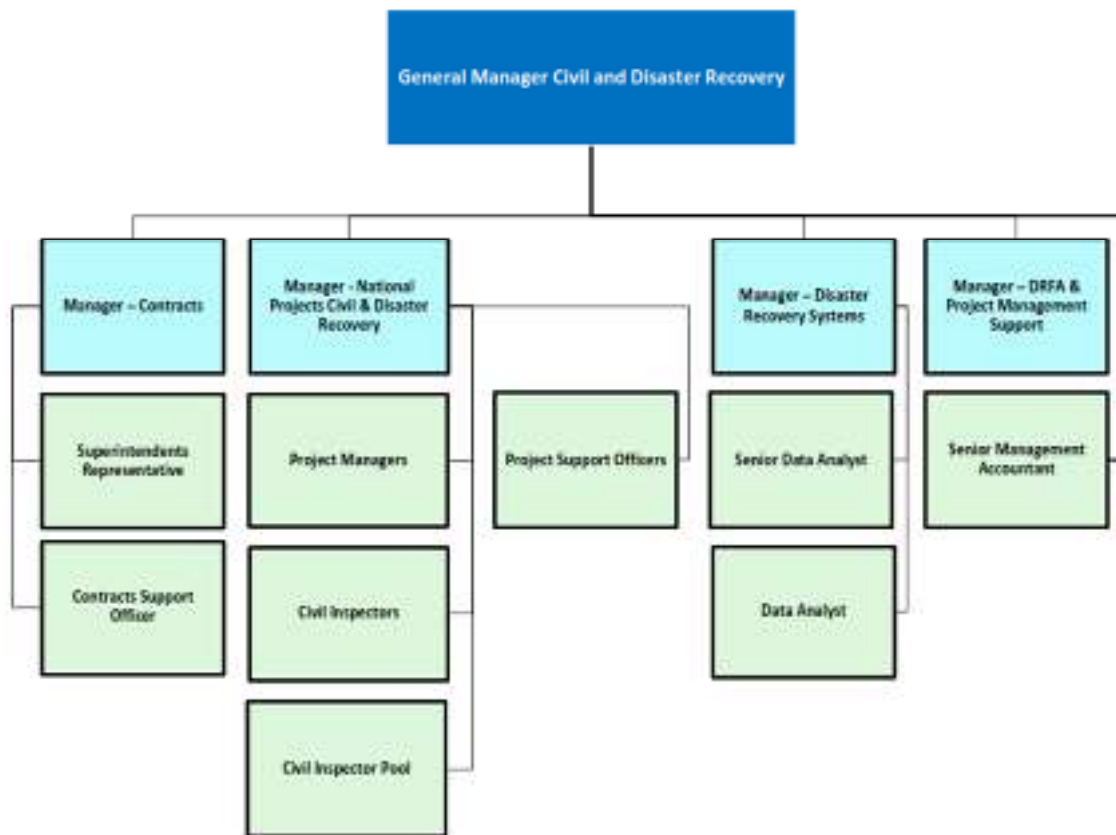
We actively use our industry connections and reputation for excellence to collaborate with our clients and peers on leading edge projects that promote exciting new methodologies and challenge the best practice benchmark.



Organisation Structure



Civil and Disaster Recovery Structure



Project Support Officer

Location: Work from Home

Occasional travel may be required based on project needs.

Reports to: Manager – National Projects Civil & Disaster Recovery

Employment Status: Full Time – Fixed Term

Overview

This role will involve supporting multiple projects simultaneously, requiring exceptional organisational and time management skills. The position is ideal for a confident project/administrative all-rounder who enjoys working with a diverse range of people, has the capacity to multi-task and prioritise effectively, and can apply a consistent, quality, and values-driven approach to deliver practical project and administrative-related tasks.

Role Outcomes and Key Accountabilities

Role Outcomes

- High quality, reliable, consistent and efficient administrative and project support is delivered to the Civil & Disaster Recovery Business unit.
- Works collaboratively and is an effective contributing team member
- Initiative is taken to understand the project and administrative support requirements to meet expected outcomes.

Key Accountabilities

- Provide administrative and project support to the Project Manager, including scheduling meetings, preparing agendas, and taking minutes.
- Assist with the monitoring and tracking of project progress, identifying potential risks or delays and proactively supporting mitigation strategies.
- Ensure compliance with project requirements, client instructions and contract specifications by maintaining accurate documentation and reporting.
- Support financial and procurement processes, including tracking expenses, processing invoices, and liaising with vendors.
- Assist with stakeholder communication by drafting correspondence, preparing reports, and organising presentations.
- Assist with the compilation of staff rosters in Employment Hero.
- Assist in the preparation of project status reports and updates for internal and external stakeholders.
- Assist with coordinating fleet management, including fleet vehicle leasing, logbook tracking, servicing, repairs, and ensuring vehicle compliance with SHEPHERD policies and procedures.
- Assist with travel bookings including flights, accommodation and vehicle hire ensuring cost-effective and efficient solutions.
- Assist with coordination of project events and training sessions including first aid training, evacuation drills, first aid kit & fire extinguisher testing/replacements.
- Field inquiries from key stakeholders, including clients and team members, ensuring timely resolution of queries.
- Support risk management by identifying potential issues and supporting mitigation strategies.
- Provide general administrative support to the SHEPHERD team, including handling inquiries and maintaining office systems.



Behavioural Competencies

- Actively demonstrate SHEPHERD's Values in all work and interactions.
- Communicates in a clear and succinct manner. Actively and attentively listens to others and can work collaboratively with people from operational to management levels.
- Demonstrates professional and ethical behaviour.
- Confidentiality is maintained in all business-related activities.
- Maintains a high level of initiative, proactively identifying ways to improve efficiency in project and administrative processes through the use of data and leveraging technology.
- Demonstrates adaptability and flexibility in responding to evolving project needs and priorities.
- Accepts decision making responsibility and demonstrates judgement about when to escalate issues.
- Positive, proactive and ability to consistently exercise great judgement.
- Highly motivated, organised and able to work autonomously to manage tasks and projects.
- Welcomes challenges in the delivery of work and demonstrates persistence in working through obstacles.
- Demonstrates personal responsibility for the health, safety and wellbeing of self and others
- Maintains strong accountability when working alone. Microsoft Teams is kept up to date for whereabouts and availability.



Essential Knowledge/Skills/Qualifications etc.

- Qualifications in Administration or Project Management (min. Certificate III)
- Proven experience (min 3-5 years') in project support, administration, or a related field.
- Strong organisational and time-management skills with the ability to prioritise tasks effectively.
- Excellent written and verbal communication skills.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and project management tools.
- Ability to work collaboratively within a team and with external stakeholders.
- Attention to detail and a high level of accuracy in documentation, reporting and minute taking.
- Problem-solving skills with a proactive approach to challenges.
- Ability to work autonomously to manage tasks, plan, schedule, report, and deliver within agreed timeframes.
- Valid class C drivers' licence.

Desirable

- Experience in remote work collaboration, including proficiency in using digital communication and project management tools.
- Demonstrated experience working in Local Government or in a similar environment.
- Experience working in Smartsheets



Remuneration and Benefits

- The cash component is \$35.88per hour + super
- Mobile Phone Allowance (\$62 per month).
- Working from Home Allowance.
- Uniforms and protective clothing will be provided in accordance with company policy.
- Ongoing training and growth opportunities to help you excel in your career.
- Access to Employee Assistance Programs (EAP).
- When travel is required, we handle all travel and accommodation costs.



Recruitment Process

Assessing Applications

SHEPHERD will review applications as they are submitted and will determine a shortlist of suitable candidates. Only shortlisted candidates will be contacted, and interviews will be arranged with the Company's panel. SHEPHERD reserves the right to close the position earlier than advertised.

Privacy information

Privacy Information: SHEPHERD SERVICES is collecting your personal information in accordance with the Information Privacy Act for the purpose of assessing your skills and experience against the position requirements. The information that you provide in your application will only be used by employees of Peak Services. Your information will be provided to authorised Company Officers, including Human Resources, interview panels and hiring managers.



Recruitment Background Checking Requirements

Our next steps following the interview process:

1. Reference Checks

SHEPHERD requires at least two reference checks to be completed. The candidate will be required to provide the contact details for two recent employment referees, with at least one being someone that they directly reported to in their position.

2. Qualification and Registration Verifications

SHEPHERD will undertake qualification verifications for any qualifications that have been stated in the candidate's application. Contact is made directly with the relevant organisations to verify qualifications. This can also include a check on the status of a driver's licence.

4. Criminal History Check

SHEPHERD may require the candidate to undergo a criminal history check based on SHEPHERD's discretion.

5. Pre-Employment Medical

SHEPHERD may require the candidate to undergo a pre-employment medical.

6. Pre-Employment Health Disclosure

A Pre-Employment Health Disclosure Form is to be completed by the candidate prior to any offer of employment being made.

7. Visa Check

Where applicable, SHEPHERD will undertake any necessary visa checks to ensure eligibility to work in Australia.



Contact

Reach out for more information:

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