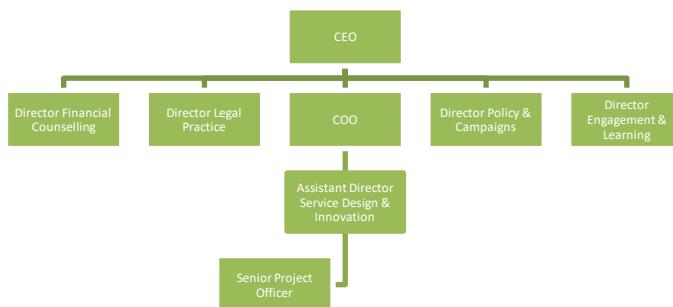


Position Description

Position:	Senior Project Officer
Reports to:	Assistant Director, Service Design and Innovation
Purpose:	<p>Senior Project Officer supports the planning, coordination, and delivery of new initiatives coming online at Consumer Action over the next year. The role translates strategic vision and service design into clear project documentation and well-sequenced delivery plans, ensuring services progress smoothly from establishment through to operational handover across teams and partner organisations. The focus is on delivery coordination, project governance, communication, and follow-through, enabling leaders to remain focused on vision, strategy, staff well-being and stakeholder relationships.</p>
Direct reports:	0
Indirect reports:	0
Scope	<p>Senior Project Officer supports works alongside Consumer Action's Operations Leads and reports to the Assistant Director, Service Design and Innovation. The role supports the planning, establishment and delivery of major service projects at the organisation. The role will work closely with and support teams across CALC's program areas including Operations, Legal Practice, Engagement and Learning, Financial Counselling Practice and Policy and Campaigns.</p>

Organisation Chart



Key Responsibilities

- Translate service vision and strategic direction into detailed and actionable project plans, including milestones, sequencing, dependencies and timelines.
- Coordinate day-to-day project activities across multiple workstreams to ensure delivery is timely, organised and well-communicated.
- Monitor project progress, manage dependencies, identify risks and blockers early, and escalate issues when required to maintain delivery momentum.
- Develop, maintain and own comprehensive project documentation, including project plans, schedules, governance artefacts, risk and issue registers, decision logs and Memorandum of understanding (MOUs).
- Support project governance structures such as steering committees and working groups, including preparing agendas, minutes, action registers and ensuring clear decision pathways.
- Coordinate project communications and prepare briefing notes, status updates and written materials to support clear communication and informed decision-making across teams and leadership.
- Collaborate with service leads and HR to support workforce mobilisation and transition activities, including recruitment scheduling, onboarding coordination, systems readiness and transition from project to Business as usual (BAU) operations.
- Support monitoring, evaluation, quality assurance and project review activities, including facilitating retrospectives to capture learnings and drive continuous improvement.

Qualifications and Experience

- Tertiary qualification in Project Management, community development (or similar) and or equivalent experience plus specialist training in project management (mandatory).
- Significant sector experience in social/community services or program-based work (mandatory)
- Specialist project management certification in either PRINCE 2 or Agile methodology (highly desired)

Key selection criteria

- Demonstrated experience coordinating and delivering complex projects, including planning, sequencing activities, managing dependencies, and meeting milestones.
- Strong project governance capability, with experience developing and maintaining high-quality documentation such as project plans, timelines, risk registers and decision logs.
- Excellent written and verbal communication skills, including preparing clear status reports and engaging effectively with senior leaders, governance groups and delivery teams.
- Proven ability to work collaboratively across multidisciplinary teams and apply systems thinking to align service design, operations, and delivery functions.
- Highly developed organisational skills with the ability to anticipate issues, manage competing priorities, identify risks early, and maintain momentum in ambiguous environments.
- Experience supporting organisational or service change, including workforce transition activities such as recruitment coordination, onboarding, and ensuring service readiness.
- Commitment to CALC's vision, values and client-centred service delivery, with experience in social justice, design delivery, publicly funded, or not-for-profit service environments (highly regarded).

About Consumer Action Law Centre

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace, where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We have over 60 employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

As a community legal centre, Consumer Action provides free legal advice and pursues litigation on behalf of vulnerable and disadvantaged consumers across Victoria, and is the

largest specialist consumer legal practice in Australia. As well as working with consumers directly, Consumer Action provides legal assistance and professional training to community workers who advocate on behalf of consumers.

More about Consumer Action can be found on our [website](#), including our Strategic Plan and Impact Report.