

Role Description

Senior Project Officer



Planning,
Industry &
Environment

Cluster	Planning Industry & Environment
Agency	Department of Planning Industry & Environment
Division/Branch/Unit	Water / Water Infrastructure NSW
Location	Negotiable
Classification/Grade/Band	Clerk Grade 9-10
Role Family	Bespoke/Administrative and Executive Support/ Deliver
ANZSCO Code	225311
PCAT Code	119192
Date of Approval	April 2021
Agency Website	www.dpie.nsw.gov.au

About the Department of Planning, Industry and Environment

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

The Water Group leads the NSW Government in providing confidence to communities and stakeholders with the transparent stewardship of water resources, provision of services and reforms that support sustainable and healthy environments, economies and societies across NSW.

Primary purpose of the role

Develop, influence, shape and implement portfolio frameworks and processes for the Division's water infrastructure pipeline. Propose future-focused and innovative initiatives that add value to the Division. Monitor and analyse the efficiency and outcomes of frameworks and implement a continuous process for review and improvement. Provide advice and support infrastructure programs in the implementation and application of frameworks.

Key accountabilities

- Develop and implement strategic frameworks for the Division consistent with NSW Government and NSW Department of Planning, Industry and Environment Frameworks.
- Monitor, evaluate and report on the implementation and outcomes of initiatives and frameworks across the Division.

- Collaborate with individual water infrastructure program and project teams to develop and deliver specific functional services and tools to support the delivery of the Division's portfolio.
- Identify business process improvement opportunities and implement a continuous improvement process.
- Provide support and contribute to lessons learned to raise awareness and commitment to good practices and processes.
- Mentor and guide program and project staff to ensure compliance with policy, governance and risk requirements to successfully deliver priorities.
- Develop and maintain a range of collaborative networks across the Division, Water Group and external agencies, to understand and represent the Department's interests in the development and application of frameworks.

Key challenges

- Developing, coordinating and implementing effective and innovative solutions for a diverse water infrastructure portfolio.
- Maintaining a thorough and current understanding of issues and changes that may impact policy, governance and risk frameworks and processes.
- Exercise judgement, analyse and interpret complex information, evaluate impacts and determine appropriate responses in a short timeframe including responding appropriately to contentious and emerging issues.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Receive guidance and provide regular updates and reports on assigned tasks and provide advice on escalating issues. • Ensure work is aligned with current priorities. • Provide advice to guide the development and implementation of fit for purpose frameworks and solutions. • Identify, discuss and plan for emerging issues and negotiate outcomes.
Executive Directors and Directors WINSW	<ul style="list-style-type: none"> • Develop and maintain effective networks to provide and/or seek expert advice, support and assistance in policy, governance and risk management. • Build capacity and capability to ascertain pertinent, accurate and relevant information to inform business decisions and track progress of implementation. • Share and transfer specialist knowledge, expertise and skills with colleagues and key stakeholders • Manage, coordinate and oversight best practice procedures for the department. • Plan and coordinate activities and other requests across the Division to ensure the timely delivery of services.
Key staff within WINSW and across the Water Group	<ul style="list-style-type: none"> • Develop and maintain effective working relationships and open channels of communication to liaise, consult, engage and/or participate on frameworks for implementation across the Division.

Who	Why
	<ul style="list-style-type: none"> Collate and share information to encourage consistency of operations through the coordination of activities and joint projects ensuring a Divisional and Whole of Government approach.
External	
DPIE Cluster executives and managers	<ul style="list-style-type: none"> Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation engagement and/or participation initiatives.
Other NSW Government Agencies	<ul style="list-style-type: none"> Represent agency interests and negotiate to achieve optimal outcomes

Role dimensions

Decision making

- Make day to day decisions on own work, and on project work involving multi-disciplinary teams, including advice, guidance and feedback.
- Independently plan and set priorities for work to be completed, taking into the account the context of urgent organisational requirements and deadlines.
- Exercise discretion and judgement in providing advice, dealing with potentially contentious issues and responding to enquiries and correspondence.

Reporting line

Reports to the Manager.

Direct reports

Nil.

Budget/Expenditure

Nil.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities


Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of • personal motivation 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues 	Intermediate
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	Adept

FOCUS CAPABILITIES






Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Project Management	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects 	Adept
	Understand and apply effective planning, coordination and control methods		

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate
	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate