Role Description
Project Officer

Cluster	Planning, Industry & Environment
Agency	Department Planning, Industry & Environment
Division/Branch/Unit	Housing & Property/Crown Lands
Location	Various
Classification/Grade/Band	Clerk Grade 7/8
Role Family	Standard/Project & Programs/Delivery
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	June 2021 (updated from 2017; August 2019; October 2020)
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 Housing and Property Group within Department of Planning, Industry and Environment (DPIE) oversees the management of state government assets, including the management of Crown land, the NSW Government's social housing portfolio and oversight of strategic use and disposal of government owned land. The Group also includes the Aboriginal Housing Office, the Valuer General and the Land and Housing Corporation.

The Group leverages public and private sector expertise to improve place-based outcomes, providing greater access and choice of housing through initiatives such as an end-to-end housing strategy, and improving outcomes for Aboriginal communities to maximise community benefit from government owned land and property.

Primary purpose of the role

The role undertakes project management and support activities to contribute to the development and delivery of a range of projects, including operational policy and procedure development and legislative reform within established objectives.

Key accountabilities

- Provide a range of project management and support services including preparation of reports and briefs, coordinating resources, maintaining project documentation and implementing and monitoring

project plans, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope, in line with established agency project management methodology

- Prepare and maintain project documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of project outcomes, and support effective decision making
- Identify and interpret relevant statutory provisions and prepare clear procedures for staff to provide clarity in the performance of their role
- Undertake the evaluation of operational policy and procedures to assess appropriateness, effectiveness and efficiency, and to determine the need for corrective action and review
- Undertake research, evaluation and analysis to identify emerging issues and prepare recommendations to resolve policy or process issues and inform program activities
- Communicate with key stakeholders and coordinate working groups, committees and consultations to facilitate exchange of information to support policy and legislative requirements for the delivery of divisional activities

Key challenges

- Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities
- Ensuring the availability of clear policies and procedures that will support staff to undertake their duties.

Key relationships

Who	Why
Internal	
Team Manager	• Provide advice and contribute to decision making regarding projects and issues • Escalate issues and propose solutions • Receive guidance and provide regular updates on projects, issues and priorities • Assist in providing expert briefings on new and emerging issues, and to report on Project performance
Team members	• Support team members and work collaboratively to contribute to achieving team outcomes • Ensure an integrated organisational approach to the development of policies and procedures to reflect best practice and current Departmental policy, Government priorities and State Plan targets
Director	• Receive overall direction on the strategy and agency priorities
Other staff	• Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries
External	
State and Commonwealth agencies and stakeholders	• Develop and maintain effective working relationships and open channels of communication • Deliver presentations and participate in meetings • Exchange information and respond to enquiries

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Role dimensions

Decision making

This role:

- Has autonomy to manage tasks and projects and co-ordinates the program/project either individually or participates within teams and manages individual priorities and performance.
- Exercises discretion in the approach and content of information, advice and recommendations provided and consults with the Manager regarding issues or sensitivities.

Reporting line

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	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour	Intermediate

		• Report and manage apparent conflicts of interest and encourage others to do so	
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• 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	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	Demonstrate Accountability	• Be proactive in taking responsibility and being accountable for own actions	Intermediate

	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• 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

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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	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	Foundational

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