

# Role Description

## Senior Project Officer, Flood Recovery Program



Planning,  
Industry &  
Environment

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Housing & Property/Crown Lands
Location	Newcastle/Sydney/Dubbo (Negotiable)
Classification/Grade/Band	Clerk Grade 9/10
Role Family	Bespoke/Projects & Programs/Deliver
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	September 2021
Agency Website	<a href="http://www.dpie.nsw.gov.au">www.dpie.nsw.gov.au</a>

### 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 Senior Project Officer, Flood Recovery Program, implements and project manages a range of projects and services associated with the Flood Recovery Program. The role undertakes governance and risk management, issue tracking, problem solving, stakeholder liaison, quality control and post analysis and reporting.

### Key accountabilities

- Manage and oversee all aspects, planning, development and implementation of the various projects relating to the Flood Recovery Program to ensure outcomes are achieved on time, on budget and within agreed scope.

- Undertake project / program reviews to monitor and evaluate the effectiveness of projects to the program and services, examine timelines, budget compliance, cost/benefit of identified outcomes, communicate lessons learnt and recommend remedial actions for improving the delivery of projects, services and other initiatives to successfully achieve program outcomes.
- Develop and maintain effective key stakeholder relationships internally and externally to coordinate and facilitate consultation and collaboration, negotiation and issues management to ensure project and program deliverables
- Prepare government specific documentation including briefing notes, reports, and other high-level documentation in a timely manner to support and report on project milestones and deliverables associated to the Flood Recovery Program.
- Provide thoughtful, consistent and practical advice to support scope changes, advising senior management on potential governance, compliance and risk issues

## Key challenges

- Managing, guiding and simultaneously coordinating the day-to-day activities of a team delivering multiple projects which are often complex and interconnected to ensure individual project and program objectives are achieved
- Regularly monitoring, reporting on and evaluating projects and services to ensure their ongoing relevance and effectiveness to the program
- Developing and managing an effective network and strong working relationships with a diverse range of stakeholders both externally and internally to ensure that services, projects and day to day operations are focused to the overall program deliverable.

## Key relationships

Who	Why
<b>Internal</b>	
Executive Director Land and Asset Management	<ul style="list-style-type: none"> <li>• Receive instruction, guidance and provide regular updates on key projects, issues and priorities</li> <li>• Provide advice to contribute to evidence-based decision making</li> <li>• Identify emerging issues/risks and provide advice to resolve and support scope changes</li> </ul>
Senior Management	<ul style="list-style-type: none"> <li>• Receive broad guidance and professional support, provide specialist advice, escalate contentious issues and exchange information</li> <li>• Report any identified risks to projects and programs</li> <li>• Report and provide updates on project / program progress</li> <li>• Provide expert advice on program related matters</li> </ul>
Team Members and Other Staff	<ul style="list-style-type: none"> <li>• Establish and maintain co-operative and respectful relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing</li> <li>• Guide and support team members, providing advice on project and program related issues</li> <li>• Work collaboratively to manage and contribute to achieving project / program outcomes.</li> <li>• Provide expert advice on program related matters</li> </ul>
<b>External</b>	
External stakeholders	<ul style="list-style-type: none"> <li>• Provide expert advice on project or program related matters</li> <li>• Report and provide updates on project or program progress</li> </ul>

Who	Why
	<ul style="list-style-type: none"> <li>• Engage and consult in the resolution of any project / program issues</li> <li>• Establish and maintain strong relationships</li> <li>• Resolve and provide solutions to issues if they arise</li> </ul>

## Role dimensions

### Decision making

The role is expected to operate with some level of autonomy, making day-to-day decisions relating to work priorities and workload management, for themselves and any staff supervised and is accountable for the delivery of projects. Refers to Senior Management any program or project issues identified that are contentious, likely to escalate or require a higher delegation of approval.

### Reporting line

Manager

### Direct reports

Up to 8 direct reports

### Budget/Expenditure

TBC

## Key knowledge and experience

- Experience in providing high-level project development, management, implementation and support.

## Essential requirements

- Current NSW Driver Licence and willingness to travel

## 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
 <p>Personal Attributes</p>	<p><b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>• Present with credibility, engage diverse audiences and test levels of understanding</li> <li>• Translate technical and complex information clearly and concisely for diverse audiences</li> <li>• Create opportunities for others to contribute to discussion and debate</li> <li>• Contribute to and promote information sharing across the organisation</li> <li>• Manage complex communications that involve understanding and responding to multiple and divergent viewpoints</li> <li>• Explore creative ways to engage diverse audiences and communicate information</li> <li>• Adjust style and approach to optimise outcomes</li> <li>• Write fluently and persuasively in plain English and in a range of styles and formats</li> </ul>	Advanced
	<p><b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
	<p><b>Work Collaboratively</b> Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>• Encourage a culture that recognises the value of collaboration</li> </ul>	Adept

		<ul style="list-style-type: none"> <li>• Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>• Share lessons learned across teams and units</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>	
	<p><b>Think and Solve Problems</b></p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
	<p><b>Demonstrate Accountability</b></p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> <li>• Be proactive in taking responsibility and being accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about own and others' application of these practices</li> <li>• Be aware of risks and act on or escalate risks, as appropriate</li> <li>• Use financial and other resources responsibly</li> </ul>	Intermediate
	<p><b>Technology</b></p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>• Identify opportunities to use a broad range of technologies to collaborate</li> <li>• Monitor compliance with cyber security and the use of technology policies</li> <li>• Identify ways to maximise the value of available technology to achieve business strategies and outcomes</li> <li>• Monitor compliance with the organisation's records, information and knowledge management requirements</li> </ul>	Adept

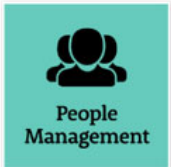
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**Project Management**

Understand and apply effective planning, coordination and control methods

- Prepare and review project scope and business cases for projects with multiple interdependencies
- Access key subject-matter experts' knowledge to inform project plans and directions
- Design and implement effective stakeholder engagement and communications strategies for all project stages
- Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
- Develop effective strategies to remedy variances from project plans and minimise impact
- Manage transitions between project stages and ensure that changes are consistent with organisational goals
- Participate in governance processes such as project steering groups

Advanced



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**Manage and Develop People**

Engage and motivate staff, and develop capability and potential in others

- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
- Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
- Develop work plans that consider capability, strengths and opportunities for development
- Be aware of the influences of bias when managing team members
- Seek feedback on own management capabilities and develop strategies to address any gaps
- Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
- Monitor and report on team performance in line with established performance development frameworks

Adept






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## 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	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	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	Adept
	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