Role Description

Senior Project Officer

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| **Cluster** | Planning & Environment |
| **Agency** | Department of Planning and Environment |
| **Division/Branch/Unit** | Environment and Heritage Environmental Water Governance, Healthy Floodplains |
| **Location** | Various |
| **Classification/Grade/Band** | Environment Officer Class 9 |
| **Role Number** | Generic |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | March 2022 (updated from November 2019) |
| **Agency Website** | [www.dpie.nsw.gov.au](http://www.dpie.nsw.gov.au/) |

# Agency overview

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.

# Primary purpose of the role

The Senior Project Officer performs and coordinates project management and support activities to contribute to the development and delivery of a range of projects in line with established objectives.

# Key accountabilities

* Coordinate and 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.

* Communicate with key stakeholders and coordinate working groups, committees and

consultations to facilitate exchange of information and support project completion in line with project plans.

* Source, collate and compile data and information to identify emerging issues and track and report on project progress against established milestones and deliverables.
* Undertake research and analysis, identifying trends and preparing project briefs, to support informed decision-making and planning.

# Key challenges

* Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities.

# Key relationships

**Internal**

**Why**

**Who**

Manager/Supervisor  Receive guidance and support, provide advice and exchange information.

Work team/other staff  Work collaboratively to contribute to achieving business outcomes.

* + Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.

Client/customer  Address queries and/or redirect to relevant party for review and resolution.

* + Consult and liaise to obtain feedback regarding policy issues and directions.
  + Communicate policy and program proposals.
  + Provide advice on complex operational policy and program design issues.

**External**

Stakeholders  Establish and maintain relationships to promote and encourage consultation and participation in the program design process.

* + Negotiate and liaise with a variety of stakeholders to enable the timely delivery of business initiatives.
  + Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.

# Role dimensions

## Decision making

The role operates with some level of autonomy within the context of their agreed work plan and makes decisions within the limits of delegated authority. The role is accountable for the delivery of assigned work and is directed by its supervisor/manager on work priorities, complex issues and all matters requiring a higher authority to determine and resolve issues.

## Reporting line

Role reports to the Manager or allocated Supervisor.

## Direct reports

Nil.

## Budget/Expenditure

The role does not hold the accountability for managing budget, however it is responsible for coordinating the expenditure of project funds and provides financial status reports as required.

# Key knowledge and experience

* Experience in a senior project role, assisting in the successful delivery of project deliverables and objectives.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **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 |

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| **Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect | * 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 |
| **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * 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 | * Identify the facts and type of data needed to understand a problem or explore an opportunity * Research and analyse information to make   recommendations based on relevant evidence   * Identify issues that may hinder the completion of tasks and find appropriate solutions * Be willing to seek input from others and share own ideas to achieve best outcomes * Generate ideas and identify ways to improve   systems and processes to meet user needs | Intermediate |



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| **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.

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| **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 |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and  perspectives | Foundational |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |

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| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| 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 | Foundational |

