Role Description **Senior Project Officer, Reach Co-ordinator**

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| **Cluster** | Planning & Environment |
| **Agency** | Department of Planning & Environment |
| **Division/Branch/Unit** | Water |
| **Location** | Albury/Wagga or negotiable Southern Valleys NSW |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Family** *(internal use only)* | Bespoke/Projects & programs/ Deliver |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | August 2022 |
| **Agency Website** | [https://www.dpie.nsw.gov.au](https://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.

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

Oversee and coordinate the development, assessment, and evaluation of projects funded by a range of water grant programs supporting projects in regional areas. The role is responsible for ensuring that the projects achieve their outcomes and support the achievement of the funding programs and organizational objectives.

# Key accountabilities

* Manage and oversee all aspects of project planning, development and implementation under funding programs supporting Local Water Utilities, including project plans, coordinating resources, managing budgets, meeting reporting requirements, and supporting program-related activities, and deliverables to ensure effective governance of new and existing projects from inception to completion.
* Establish and maintain internal and external stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensuring consistency in outcomes and direction.

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* Embed best practice grants and program management frameworks to deliver identified outcomes within required timeframes
* Provide accurate and timely advice to the Manager and senior executive on program deliverables, risk and outcomes
* Prepare a range of documentation including written briefings, reports, submissions and correspondences ensuring operational requirements are met
* Manage staff to support of team outcomes.

# Key challenges

* Balancing competing demands to deliver a range of program, administrative and communication deliverables
* Effectively engaging with multiple stakeholders from across the NSW Government and Councils to enable program outcomes to be effectively and efficiently delivered
* Maintaining a thorough and current understanding of issues that may impact on the project and program outcomes and escalating key issues and risks on a timely basis.

# Key relationships

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| **Who** | **Why** |
| **Internal** |  |
| Manager and Director | * Receive guidance and provide regular updates on programs * Provide advice and contribute to decision making * Identify emerging issues/risks and their implications and propose solutions. |
| Team members | * Collaborating closely on organisational strategy, program development, budgets, forecasts, resourcing, submission of briefs and   advice, and management of significant projects and/or issues |
| Stakeholders | * Develop and maintain effective relationships and open channels of communication * Deliver presentations and participate in meetings * Exchange information and respond to enquiries on a timely basis |
| **External** |  |
| Stakeholders | * Develop and maintain effective working relationships and open channels of communication. * Deliver presentations and participate in meetings * Exchange information and respond to enquiries on a timely basis |

**Role dimensions**

## Decision making

* manages own work priorities to ensure tasks are delivered on time, within budget and to an expected standard in relation to quality, deliverables and outcomes.
* refers matters likely to escalate or are contentious to the Manager, including matters where higher level delegation or decision-making is required

## Reporting line

Manager

## Direct reports

Up to 3

## Budget/Expenditure

Nil

## 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 | **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 * Report and manage apparent conflicts of   interest and encourage others to do so | Intermediate |

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| 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 |
| 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 |
| relationships | **Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position * Lead and facilitate productive discussions with staff and stakeholders * Encourage others to talk, share and debate   ideas to achieve a consensus   * Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes * Influence others with a fair and considered approach and sound arguments * Show sensitivity and understanding in resolving conflicts and differences * Manage challenging relationships with internal   and external stakeholders   * Anticipate and minimise conflict | Adept |

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| results | **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 |
| results | **Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions | * 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 |

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| results | **Demonstrate Accountability** Be proactive and  responsible for own actions, and adhere to legislation, policy and guidelines | * Assess work outcomes and identify and share learnings to inform future actions * Ensure that own actions and those of others are focused on achieving organisational outcomes * Exercise delegations responsibly * Understand and apply high standards of financial probity with public monies and other resources * Identify and implement safe work practices,   taking a systematic risk management approach to ensure own and others’ health and safety   * Conduct and report on quality control audits * Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks | Adept |
| 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 |

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| people-management | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks * Look for ways to develop team capability and   recognise and develop individual potential   * Be constructive and build on strengths by giving timely and actionable feedback * Identify and act on opportunities to provide coaching and mentoring * Recognise performance issues that need to be addressed and work towards resolving issues * Effectively support and manage team   members who are working flexibly and in various locations   * Create a safe environment where team   members’ diverse backgrounds and cultures are considered and respected   * Consider feedback on own management style   and reflect on potential areas to improve | Intermediate |

**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 | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and  perspectives | Intermediate |
| relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Adept |
| results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| business-enablers | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |

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| business-enablers | 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 |
| people-management | Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| people-management | Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |