Role Description
Senior Project Officer

Cluster	Planning & Environment
Agency	Department of Planning & Environment
Division/Branch/Unit	Environment and Heritage / National Parks & Wildlife Service
Location	TBC
Classification/Grade/Band	Clerk Grade 9/10
Role Family	Standard/Project & Programs/Delivery
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	August 2022 (updated October 2022)
Agency Website	www.nationalparks.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 Environment and Heritage (EH) Group within DPE brings together a range of functions including national park management, biodiversity and conservation, climate change, sustainability, resilience and adaptation, renewable energy and energy security, and circular economy policy. The work of the Group is supported by centres of excellence in policy; science; economics; data analytics and insights.

National Parks & Wildlife Service overview

National Parks & Wildlife Service (NPWS) is one of the world's oldest and most respected national parks agencies. We manage more than 890 national parks and reserves, covering over 7.5 million hectares or 9.5% of the landmass of NSW ranging from rainforests and towering eucalypt forests to rich woodlands, spectacular deserts and precious alpine systems. We deliver effective conservation for our biodiversity and cultural heritage and provide world class visitor experiences for the whole community to enjoy. We carry out fire management, threatened species conservation, land and infrastructure management, sustainable tourism and visitation, and research and education programs. We work together with Aboriginal communities to manage and protect our parks on behalf of the people of NSW.

Primary purpose of the role

Manages and coordinates the development, implementation and evaluation of diverse and complex projects, ensuring completion within required deadlines, quality standards and at or below budgets to support the achievement of Divisional and Environment and Heritage strategic and operational objectives.

Key accountabilities

- Develop detailed project plans including project budgets, identify resource requirements, manage stakeholder consultation and develop key milestone reporting ensuring projects are completed within required timeframes, at or below budgets and meet agreed quality standards
- Monitor and evaluate all aspects of project implementation, including risk and contingency management, benefits realisation, project impact and quality measures, to identify and address issues, assess project progress and effectiveness, and achieve project outcomes
- Manage project team/s, provide guidance and support, monitor and appraise work performance and facilitate their ongoing professional development to ensure they are fully capable to successfully deliver all key project/s milestones and outcomes.
- Lead, where appropriate, or participate in both internal and cross branch, divisional, and external agency project teams, working parties and similar forums established to develop and deliver diverse projects.
- Undertake research and formulate recommendations to support evidence based project planning and decision making
- Provide high level specialist advice and information to stakeholders on emerging project issues and to support project development and delivery in line with established plans, budgets, timeframes, policy and environmental objectives and other project and priorities
- Maintain regular review and report on the status of projects managed; identify potential issues that may delay or obstruct project delivery and implement appropriate interventions to ensure their completion within agreed timeframes and budgets.
- Establish, coordinate and monitor communication and consultation systems to ensure the consistent application of policies, guidelines and project plans.

Key challenges

- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
- Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected
- Establishing and maintaining effective stakeholder relationships to facilitate ongoing consultation, communication, negotiation and issues management and their optimal engagement and contribution in project development and delivery.

Key relationships

Who	Why
Internal	
Director	• Receive broad guidance and professional support, provide specialist advice, escalate contentious issues and exchange information
Project Team	• Guide, support, coach and mentor team members; • Work collaboratively to contribute to achieving team outcomes and exchange information
Branch/Division	• Collaborate and contribute to cross branch/division projects, exchange information and provide advice

Who	Why
External	
Stakeholders	• Develop and maintain effective working relationships, exchange information and provide advice

Role dimensions

Decision making

The role is expected to operate with some level of autonomy, makes day-to-day decisions relating to work priorities and workload management, for themselves and any staff/project staff supervised and is accountable for the delivery of assigned projects on time and at or below budget.

Reporting line

Various

Direct reports

TBC

Budget/Expenditure

Nil

Essential requirements

- Appropriate tertiary qualifications or demonstrated equivalent, relevant professional experience.
- Project management skills and experience with an understanding of contemporary best practice in procurement, tendering and contract preparation, in managing project teams, consultants and contractors, and in applying environmental safety and risk management policies and systems.
- Demonstrated experience in developing, implementing and reviewing strategic plans, policies and programs, and in providing strategic and operational advice and recommendations to senior management.

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.

I work FOR NSW

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 and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
Relationships	**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
	Work Collaboratively Collaborate with others and value their contribution	• 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
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	Adept

I work FOR NSW

		• 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	
	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
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements	Adept
	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	Advanced

		• Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups	
People Management	**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

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.

I work FOR NSW

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
	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	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	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
	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
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
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	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

I work FOR NSW