Role Description
Project Officer

Cluster	Industry
Agency	NSW Department of Industry
Division/Branch/Unit	Skills and Economic Development / Industry Trade & Investment / International Engagement & Market Development
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	2018
Agency Website	http://www.industry.nsw.gov.au

Agency overview

The NSW Department of Industry leads the state government's contribution to making NSW a place where people want to live and work and businesses choose to invest and grow.

We support all areas of economic activity where NSW has competitive strengths. We also have responsibilities for:
- Skill formation and development to match industry demand
- Partnering with stakeholders in stewardship and sustainable use of the state's natural resources; and
- Supporting economic growth in the regions.

Our strategies are built on close relationships to understand industry's needs. We deliver a wide range of training and specialist advisory services; and we help to secure efficient and dependable government decision-making that contributes to business confidence. We measure our success by the:
- Growth in quantity of employment and the value of output; and the
- Competitiveness and sustainability of industries in NSW.

Skills and Economic Development is a division of Industry that focuses on:
- Sustaining the conditions for economic development
- Increasing jobs and investment in NSW
- Skills development programs for employment.

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 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
- 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	
Manager	- Receive and clarify guidance and instructions and report on progress against work plans - Escalate and discuss issues
Team	- Participate in meetings, share information and provide input on issues and work collaboratively to contribute to achieving team outcomes - Guide, support, coach and mentor team members
Internal stakeholders and clients	- Develop and maintain effective relationships and open channels of communication - Exchange information and respond to enquiries
External	
Stakeholders within government and industry	- Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, engagement and/or participation initiatives - Coordinate events, meetings and activities

Role dimensions

Decision making

- 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

Principal Policy Officer

Direct reports

Nil

Budget/Expenditure

NIl

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	**Intermediate**
	Manage Self	**Adept**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	**Adept**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Personal Attributes Manage Self	Adept	• 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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Demonstrate a high level of personal motivation
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects