

Role Description

Project Manager

Classification/Grade/Band	Grade 9
ANZSCO Code	135112
PCAT Code	1226892
Date of Approval	28 February 2014

Primary purpose of the role

The Project Manager manages the risk, quality and progress of IT projects to organisational standards, and ensures projects are completed on time, on budget, to quality standards, and within agreed scope.

Key accountabilities

- Manage the planning and delivery of complex and/or large projects
- Manage permanent and/or ad hoc teams to ensure project outcomes are achieved
- Develop and implement project management plans to ensure the success of the project
- Regularly communicate with key stakeholders to ensure project outcomes are met

Key challenges

- Balance competing demands to ensure projects objectives are achieved
- Manage effective teams and relationships with stakeholders

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">▪ Escalate issues, keep informed, advise and receive instructions▪ Inspire and motivate team, provide direction and manage performance
Work team	<ul style="list-style-type: none">▪ Participate in meetings to represent work group perspective and share information▪ Participate in discussions and decisions regarding implementation of innovation and best practice
Clients/customers	<ul style="list-style-type: none">▪ Resolve issues and provide solutions to problems
External	
Vendors/service providers	<ul style="list-style-type: none">▪ Negotiate and approve contracts and service agreements▪ Manage contracts and monitor provision of service to ensure compliance with contracts and service agreements▪ Contact to provide and gather information and resolve routine issues






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

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

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	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Intermediate

Capability Set	Category and Sub-category	Level and Code
	Strategy and Architecture <i>Advice and Guidance</i>	Level 5 - CNSL
	Business Change <i>Relationship Management</i>	Level 5 - RLMT
	Strategy and Architecture <i>Business Strategy and Planning</i>	Level 5 - BURM

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	<ul style="list-style-type: none"> • 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
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • 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 and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Use own expertise and seek others' expertise to achieve work outcomes • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Finance	Intermediate	<ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Take account of financial and budget implications, including value for money in planning decisions • Present basic financial information to a target audience in an appropriate format • Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them • Display an awareness of financial risk and exposure and solutions to address these
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • 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
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-Category	Level and Code	Level Descriptions
Strategy and Architecture <i>Advice and Guidance</i>	Level 5 Ensure, advise Code CNSL	CONSULTANCY (CNSL) – Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.
Business Change <i>Relationship Management</i>	Level 5 Ensure, advise Code RLMT	STAKEHOLDER RELATIONSHIP MANAGEMENT (RLMT) – Develops and maintains one or more defined communication channels and/or stakeholder groups, acting as a single point of contact. Gathers information from the customer to understand their needs (demand management) and detailed requirements. Facilitates open communication and discussion between stakeholders, using feedback to assess and promote understanding of need for future changes in services, products and systems. Agrees changes to be made and the planning and implementation of change. Maintains contact with the customer and stakeholders throughout to ensure satisfaction. Captures and disseminates technical and business information.
Strategy and Architecture <i>Business Strategy and Planning</i>	Level 5 Ensure, advise Code BURM	BUSINESS RISK MANAGEMENT (BURM) – Carries out risk assessment within a defined functional or technical area of business. Uses consistent processes for identifying potential risk events, quantifying and documenting the probability of occurrence and the impact on the business. Refers to domain experts for guidance on specialised areas of risk, such as architecture and environment. Co-ordinates the development of countermeasures and contingency plans.