

Role Description

Senior Project Officer



Cluster	Planning and Environment
Agency	Office of Environment and Heritage
Division/Branch/Unit	National Parks and Wildlife Service
Location	Various
Classification/Grade/Band	Clerk Grade 9/10
Role Number	Generic
ANZSCO Code	132411
PCAT Code	2221192
Date of Approval	July 2017

Agency overview

The NSW Office of Environment and Heritage aims to enrich life in NSW by helping the community to conserve and enjoy our environment and heritage. For more information go to www.environment.nsw.gov.au

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 OEH 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, OED 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
External	
Stakeholders	Develop and maintain effective working relationships, exchange information and provide advice

Role dimensions

Decision making

This position 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

TBC

Essential requirements

- 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.
- Appropriate tertiary qualifications or demonstrated equivalent, relevant professional experience.






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

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	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
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 • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • 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 option • 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 Technology	Adept	<ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Advanced	<ul style="list-style-type: none"> Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business Support compliance with the records, information and knowledge management requirements of the organisation
		<ul style="list-style-type: none"> Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts Access key subject-matter experts' knowledge to inform project plans and directions Implement effective stakeholder engagement and communications strategy for all stages of projects Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning Develop effective strategies to remedy variances from project plans, and minimise impacts Manage transitions between project stages and ensure that changes are consistent with organisational goals
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> Define and clearly communicate roles and responsibilities to achieve team/unit outcomes Negotiate clear performance standards and monitor progress Develop team/unit plans that take into account team capability, strengths and opportunities for development Provide regular constructive feedback to build on strengths and achieve results Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way Monitor and report on performance of team in line with established performance development frameworks