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| **Cluster** | Planning and Environment |
| **Agency** | Office of Environment and Heritage |
| **Division/Branch/Unit** | Heritage Division/Divisional Coordination |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Environment Officer Class 10 |
| **Role Number** | 41091 |
| **ANZSCO Code** | 224711 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | March 2019 |
| **Agency Website** | [www.environment.nsw.gov.au](http://www.environment.nsw.gov.au) |

Agency overview

The NSW Office and 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](http://www.environment.nsw.gov.au)

Primary purpose of the role

The Senior Special Projects Officer manages and coordinates the development, implementation and evaluation of complex projects to achieve project outcomes and support the achievement of organisational objectives. The role contributes to the delivery of the Heritage Division’s vision of Celebrating, Sharing and Connecting our stories, our history and places in NSW.

# Key accountabilities

* Support the Heritage Division Senior Management Team by identifying, recommending and leading projects that streamline and enhance systems and processes within the Division.
* Manage and oversee all aspects of project planning, development and implementation for a range of projects, including developing project plans, coordinating resources, managing budgets, meeting reporting requirements, and supporting project-related activities, 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.
* Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met.
* 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 a project team/s, ensuring compliance with governance and quality requirements, to successfully deliver all key project/s milestones and outcomes.
* Undertake research and formulate recommendations to support evidence based project planning and decision making.

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.
* Developing and maintaining a broad understanding of government protocols, the organisation, its operations, as well as that of the other associated portfolio agencies and the interests of key stakeholders.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Management Team | * Receive guidance and provide regular updates on key projects, issues and priorities. * Provide advice and contribute to decision making. * Identify emerging issues/risks and their implications and propose solutions. |
| Project Team | * Guide support, coach and mentor team members. * Work collaboratively to contribute to achieving team outcomes. * Participate in meetings to share information and in decisions regarding project work and advice provided. |
| Staff | * Provide expert advice on project related issues. * Report and provide updates on project progress. * Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation. |
| **External** |  |
| Vendors/Service Providers and Consultants | * Consult, provide and obtain information, negotiate required outcomes and timeframes. * Resolve and provide solutions to issues. |

# Role dimensions

## Decision making

The role is expected to operate with a high level of autonomy, making day to day decisions relating to work priorities and workload management. The role is accountable for the quality, integrity and accuracy of advice provided and for the delivery of assigned projects on time, to quality and within budget.

## Reporting line

The role reports to the allocated Director.

## Direct reports

Nil. However, this role is expected to oversee and guide project teams, comprising internal staff and external suppliers (e.g. contractors).

## Budget/Expenditure

Nil.

Essential requirements

* Tertiary qualification in a relevant discipline and/or equivalent experience.
* Experience in providing support and advice at the senior executive level.
* Experience in a senior project management role, coordinating the successful delivery of project deliverables and objectives.

# 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](http://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** |
|  | Display Resilience and Courage | Intermediate |
| **Act with Integrity** | **Adept** |
| Manage Self | Adept |
| Value Diversity | Intermediate |
|  | Communicate Effectively | Advanced |
| Commit to Customer Service | Adept |
| **Work Collaboratively** | **Advanced** |
| Influence and Negotiate | Adept |
|  | **Deliver Results** | **Intermediate** |
| Plan and Prioritise | Adept |
| Think and Solve Problems | Intermediate |
| Demonstrate Accountability | Intermediate |
|  | Finance | Intermediate |
| **Technology** | **Intermediate** |
| Procurement and Contract Management | Intermediate |
| Project Management | Intermediate |
|  | Manage and Develop People | Adept |
| **Inspire Direction and Purpose** | **Intermediate** |
| Optimise Business Outcomes | Intermediate |
| 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 | 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  Ensure that others understand the legislation and policy framework within which they operate |
| **Relationships**  Work Collaboratively | Advanced | Build a culture of respect and understanding across the organisation  Recognise outcomes which resulted from effective collaboration between teams  Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross-government  Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions |
| **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 |
| **Business Enablers**  Technology | Intermediate | Apply computer applications that enable performance of more complex tasks  Apply practical skills in the use of relevant technology  Make effective use of records, information and knowledge management functions and systems  Understand and comply with information and communications security and acceptable use policies  Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |
| **People Management**  Inspire Direction and Purpose | Intermediate | Assist team to understand organisational direction and explain the reasons behind decisions  Ensure the team/unit objectives lead to the achievement of business outcomes that align with organisational policies  Recognise and acknowledge individual/team performance |