

Role Description

Senior Project Officer – Evaluation (Identified)



Regional
NSW

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|---------------------------|--|
| Cluster | Regional NSW |
| Agency | Department of Regional New South Wales |
| Group/Division/Branch | Strategy Corporate and Performance / Data and Performance / Performance and Evaluation |
| Location | Regional NSW (preferred) |
| Classification/Grade/Band | Clerk Grade 9 / 10 |
| Role Family | Standard / Project and Programs / Delivery |
| ANZSCO Code | 3119115 |
| PCAT Code | 1119192 |
| Date of Approval | May 22 updated November 2022 |
| Agency Website | www.nsw.gov.au/regional-nsw |

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Primary purpose of the role

The Senior Project Officer leads program evaluation activities and conducts performance reporting for the Aboriginal Outcome Strategy team. Where needed, the role may be called on to manage evaluation activities for programs and projects of the Strategy, Corporate and Performance group, and the RNSW Cluster.

The role is responsible for working directly with Aboriginal peoples and communities and is involved in the development of Aboriginal sovereignty over program evaluation and reporting, which directly impacts Aboriginal peoples and/or communities.

Key accountabilities

- Manage all aspects of program evaluations and performance reporting, and support the unit and its stakeholders in meeting program evaluation and reporting commitments including the preparation of documentation related to evaluation and performance reporting.
- Proactively build collaborative relationships internally and externally to identify evaluation and reporting priorities and ensure program evaluation requirements are met.
- Develop and implement strategies for the monitoring and evaluation of programs to assist in preparation of reporting that identifies risks and issues and ensures the achievement of desired outcomes

- Ensure compliance with governance and requirements of NSW Treasury Policy and Guidelines, to successfully deliver all key evaluation milestones and outcomes
- Undertake research and formulate recommendations to support the use of evidence in government processes including but not limited evaluation, business case development, and related policies and processes.
- Provide expert advice and information to inform relevant stakeholders to enable informed decision-making.
- Support development of tools and resources to support evaluation and performance reporting capability development.

Key challenges

- Planning, designing, supervising, and undertaking robust evaluations of programs and policies, often given limited technical resources and information bases.
- Managing consultations and negotiations with diverse stakeholders, while anticipating and addressing contentious issues and providing accurate advice on complex issues.
- Providing considered advice and solutions in a high-volume work environment, with competing priorities and deadlines which are often changing and unpredictable.

Key relationships

| Who | Why |
|--|--|
| Internal | |
| Manager | <ul style="list-style-type: none"> • Receive advice and report on progress towards business objectives and discuss future directions • Provide expert advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions |
| Work Team | <ul style="list-style-type: none"> • Support team, work collaboratively to contribute to achieving organisation's business goals • Participate in meetings to obtain the work group perspective and share information |
| Stakeholders | <ul style="list-style-type: none"> • Provide expert advice on evaluation, business cases and evidence-based policy making • 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 | |
| Government, public sector, non-government, industry and community stakeholders | <ul style="list-style-type: none"> • Provide expert advice on a range of program evaluation issues and strategies • Optimise engagement to achieve defined outcomes • Consult and negotiate on key program evaluation issues |
| Vendors/ Suppliers/ Consultants | <ul style="list-style-type: none"> • Manage contracts for quality, on time service delivery and performance targets. |

| Who | Why |
|-----|---|
| | <ul style="list-style-type: none"> Negotiate, collaborate and engage with suppliers to facilitate on-time delivery of projects, products and services. |

Role dimensions

Decision making

- Responsible for the management of own workload and priorities under overall guidance of the Manager. Refers more complex or contentious matters with associated options to the relevant Manager.
- Exercise initiative and make sound judgements, as well providing high level advice relating to the implications of alternative resource allocation options.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Extensive experience in undertaking and managing program design and development, KPI formulation and evaluation.
- Thorough knowledge and experience in all aspects of program evaluation planning and delivery.
- Experience in conducting CBA and knowledge of NSW Government Outcome Budgeting process are desirable but not essential

Essential requirements

- Applicants must be of Aboriginal descent through parentage, identification as being Aboriginal and accepted in the community as such. Aboriginality is a genuine occupational qualification and is authorised under Section 14(d) of the Antidiscrimination Act 1997.*
- Tertiary qualifications in public policy, social policy, economics, commerce or related disciplines or equivalent knowledge and experience.

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.


FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|---|---|--------------|
|  Personal Attributes | Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change | <ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations | Adept |
| | Act with Integrity Be ethical and professional, and uphold and promote the public sector values | <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 help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
|  Relationships | Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect | <ul style="list-style-type: none"> • 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 |

FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|---|---|--|-------|
| | Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives | <ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community | Adept |
| | Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts | <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 diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict | Adept |
|  Results | Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes | <ul style="list-style-type: none"> • 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 • 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 | Adept |

FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|--|--|--|--------------|
| | Think and Solve Problems Take initiative in thinking and solving problems to deliver intended outcomes | <ul style="list-style-type: none"> Think, analyse and consider the broader context to develop practical solutions | Advanced |
|  Business Enablers | Project Management Understand and apply effective planning, coordination and control methods | <ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates Contribute to reviews of progress, outcomes and future improvements Identify and escalate possible variances from project plans | Intermediate |

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.

COMPLEMENTARY CAPABILITIES

| Capability group/sets | Capability name | Description | Level |
|---|-------------------------------------|--|--------------|
|  Personal Attributes | 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 | Work Collaboratively | Collaborate with others and value their contribution | Adept |
|  Results | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| | Demonstrate Accountability | Be proactive in taking responsibility and being accountable for own actions Understand delegations and act within authority levels Use financial and other resources responsibly | Intermediate |
|  Business Enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| | Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |