|  |  |
| --- | --- |
| **Cluster** | Department of Premier and Cabinet |
| **Agency** | Department of Premier and Cabinet |
| **Division/Branch/Unit** | Community Engagement Group / Aboriginal Affairs / Healing Government Relations |
| **Role number** | 199667 |
| **Classification/Grade/Band** | Clerk 5/6 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 31119192 |
| **Date of Approval** | April 2020 |
| **Agency Website** | [www.dpc.nsw.gov.au](http://www.dpc.nsw.gov.au) and [www.aboriginalaffairs.nsw.gov.au](http://www.aboriginalaffairs.nsw.gov.au) |

Agency overview

The NSW Department of Premier and Cabinet (DPC) is the lead central agency in the NSW Government – our purpose is to drive big ideas at the heart of government.

We support the Premier, the Cabinet, Ministers and agencies by coordinating policies and services across government. We lead policy development, provide innovative ideas and support Government plans and projects.

Working with us will give you a broad overview in areas such as public policy formulation, public administration and state administrative matters and an opportunity to be involved in a range of state-wide policies, issues and projects.

For more information go to <http://www.dpc.nsw.gov.au/about/about_the_department>.

Aboriginal Affairs overview

Aboriginal Affairs NSW works alongside Aboriginal people and communities to make sure their voices are heard and their interests represented in government. By leading and influencing policy change in government, we support the long-term social, cultural and economic aspirations of Aboriginal people in NSW. Our agency works closely with Aboriginal communities and our staffing reflects the diversity of these communities. Over 50 percent of our staff, including senior leadership, identify as Aboriginal. We are also committed to providing a culturally safe and supportive workplace with flexible working arrangements for all staff.

To learn more about our work visit [www.aboriginalaffairs.nsw.gov.au](http://www.aboriginalaffairs.nsw.gov.au)

Primary purpose of the role

The Assistant Project Officer assists in a range of project research, analysis, reporting, implementation and administration activities to support the delivery of the Directorate’s projects and work programs, in line with established project plans, objectives and ongoing governance mechanisms.

the Directorate, and the coordinated delivery of projects relating to NSW Governments commitments under OCHRE and Unfished Business as they relate to social policy, healing, reparations and family records for Stolen Generations and Aboriginal communities.

Key accountabilities

* Provides a range of secretariat, administrative and business support services to support project management and the smooth and effective functioning of the Directorate.
* Assist with the preparation and coordination of Directorate response to requests for information and advice that span across multiple program areas. Track and collate project and program area information, review material produced by program areas, and draft Directorate responses to ensure that advice is coordinated, accurate, and provided within specified timeframes.
* Undertake accurate and timely financial processing and invoice management tasks in accordance with policy and procedures. Maintain tracking sheets, monitor project expenditure and assist with budget analysis and planning activities across the Directorate.
* Communicate and engage with relevant internal and external stakeholders. Provide updates on project status and implementation issues, and problem solve to respond to enquiries, coordinating referrals where a more complex response is required.
* Assist project teams to update project records and databases, complete tasks, and implement project plans and communication strategies, to ensure agreed outcomes are achieved.
* Draft briefs, correspondence and written reports, and review material produced by the team to ensure that content, format and template requirements are met to a high standard within specified timeframes.
* Undertake research and analysis in assigned project areas to support informed decision making and planning.
* Work collaboratively to establish, maintain and review standardized administrative systems across AA and the Directorate. Actively participate in continuous improvement of business and data management processes and systems.

Key challenges

* Communicating clearly and with sensitivity commiserate with operating in a complex whole of government environment committed to working in partnership with aboriginal communities. The role is also responsible for ensuring the security, confidentiality and integrity of client and project information.
* Delivering project support activities across multiple project teams with competing demands and priorities.
* Building and maintaining sound knowledge of the history, objectives and requirements of multiple Directorate projects including an awareness of relevant legislation.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Project Coordinator | * Receive and clarify guidance and instructions, and report on progress against work plans * Report to and provide updates on project status * Escalate and discuss issues |
| Director Healing and Government Relations | * Coordinate meetings, activities and diary |
| Program/Project Managers | * Receive and clarify project specific guidance and instructions, and report on progress against project plans * Escalate and discuss project specific issues |
| Project Work Teams | * Support team members and work collaboratively to contribute to achieving team outcomes * Participate in meetings, share information and provide input on issues |
| Direct Reports | * Manage and support performance and development * Delegate tasks and work collaboratively to contribute to achieving business and project outcomes |
| **External** |  |
| Aboriginal communities, Government agencies, NGOs and/or private sector organisations | * Represent the Agency’s position on Aboriginal affairs * Liaise with and provide routine information and updates on partnership activities * Respond to enquiries * Coordinate meetings and activities |

# Role dimensions

## Decision making

The decision making required of the role relates to:

* Day to day management of the roles own work priorities within agreed parameter and approved individual and team work plans.
* Delegation of work priorities to direct reports within agreed and approved team work plans.
* Providing information and advice to internal and external enquires on projects and partnership activities that relate to the roles key accountabilities, standard guidelines and practice.

Decisions which are referred to a supervisor include:

* Any decision that will subsequently alter the outcomes or timeframes of agreed work plans.
* Any complex, sensitive or controversial issues and enquires.
* Matters requiring a high delegated authority such as approval for expenditure and/or travel.
* Matters requiring submission to the Head of Aboriginal Affairs, the Secretary or Ministers Office.

## Reporting line

The Assistant Project Officer reports to the Senior Project Coordinator.

The role may also work directly with the Director Healing and Government Relations, and program managers across the directorate.

## Direct reports

This role will have at 2 direct reports.

## Budget/Expenditure

Nil. The role holder must obtain prior approval from the appropriate delegate and budget holder before incurring expenses. For allocated priority projects, this role, has responsibility for ensuring value for money, preparing accurate estimates and costs and resources and monitoring project budgets over the life of the project, including highlighting any risks and possible solutions.

Key knowledge and experience

Demonstrated experience in electronic document management systems, databases, spreadsheets and electronic communication applications including MS Office software.

Essential requirements

Demonstrated ability to communicate sensitively and effectively with, and understand issues impacting on Aboriginal and Torres Strait Islander peoples.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
|  |  | |  |  |
| **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | Be flexible and adaptable and respond quickly when situations change  Offer own opinion and raise challenging issues  Listen when ideas are challenged and respond appropriately  Work through challenges  Remain calm and focused in challenging situations | Intermediate |
|  |  | |  |  |
| **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly | Intermediate |
| **Work Collaboratively**  Collaborate with others and value their contribution | | Build a supportive and cooperative team environment  Share information and learning across teams  Acknowledge outcomes that were achieved by effective collaboration  Engage other teams and units to share information and jointly solve issues and problems  Support others in challenging situations  Use collaboration tools, including digital technologies, to work with others | Intermediate |
|  |  | |  |  |
| **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Identify the facts and type of data needed to understand a problem or explore an opportunity  Research and analyse information to make recommendations based on relevant evidence  Identify issues that may hinder the completion of tasks and find appropriate solutions  Be willing to seek input from others and share own ideas to achieve best outcomes  Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  |  | |  |  |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | | 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 |
|  | |  |  |  |
| **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | Collaborate to set clear performance standards and deadlines in line with established performance development frameworks  Look for ways to develop team capability and recognise and develop individual potential  Be constructive and build on strengths by giving timely and actionable feedback  Identify and act on opportunities to provide coaching and mentoring  Recognise performance issues that need to be addressed and work towards resolving issues  Effectively support and manage team members who are working flexibly and in various locations  Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected  Consider feedback on own management style and reflect on potential areas to improve | 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** |
|  | Act with Integrity | | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Foundational |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| 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 | Foundational |
|  | Inspire Direction and Purpose | | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| Optimise Business Outcomes | | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | | Support, promote and champion change, and assist others to engage with change | Foundational |