

# Role Description

## Project Manager



Cluster	Finance, Services and Innovation
Agency	Service NSW
Division/Branch/Unit	Easy to do Business
Location	Sydney
Classification/Grade/Band	Service NSW Award Grade 9/10
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	January 2019
Agency Website	<a href="https://www.service.nsw.gov.au">https://www.service.nsw.gov.au</a>

### Agency overview

Service NSW is making it easier for people and businesses across NSW to access government services.

Since launch in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres.

We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions including drivers' licences, vehicle registration renewals, applications for birth certificates, Seniors Cards, Housing NSW payments, fines, contractor licences and many more.

### Primary purpose of the role

The Project Manager manages and coordinates the development, implementation and evaluation of complex projects to achieve project outcomes and support the achievement of organisational objectives, including the delivery of efficient customer service, digital services adoption and improvements on customer experience and engagement with all our transactions.

### Key accountabilities

- 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
- Provide advice and information to stakeholders on emerging project issues and to support project development and delivery in line with established plans, budgets, timeframes, policy objectives and other project and priorities

## 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

## Key relationships

Who	Why
<b>Internal</b>	
Senior Project Manager/Director Program Management	<ul style="list-style-type: none"> <li>• Receive guidance and provide regular updates on key projects, issues and priorities</li> <li>• Provide advice and contribute to decision making</li> <li>• Identify emerging issues/risks and their implications and propose solutions</li> </ul>
Project Team(s)	<ul style="list-style-type: none"> <li>• Guide, support, coach and mentor team members</li> <li>• Collaborate with to drive the delivery of multi-disciplinary professional services to implement and deliver Projects</li> </ul>
Key Service NSW Business Units including Service Delivery and Project Teams	<ul style="list-style-type: none"> <li>• Provide expert advice on project related issues</li> <li>• Report and provide updates on project progress</li> <li>• Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation</li> </ul>
<b>External</b>	
NSW Government Agencies including RMS, OneGov	<ul style="list-style-type: none"> <li>• Engage in, consult and negotiate the development, delivery and evaluation of projects</li> <li>• Consult to anticipate and respond to customer needs</li> <li>• Manage expectations and resolve issues</li> </ul>
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> <li>• Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements</li> <li>• Consult, provide and obtain information, negotiate required outcomes and timeframes</li> <li>• Resolve and provide solutions to issues</li> </ul>

## Role dimensions

### Decision making

- This role works with autonomy to deliver projects and deliverables within deadlines. This role is responsible for managing and planning own work within a broad framework.
- Decision making is based on sound evidence and analysis, however when necessary the role is required to make effective judgments under pressure, sometimes without comprehensive information being available.
- This role is accountable for the quality of advice provided to the Senior Project Manager or Director Program Management, teams, Directors and Executive Director

### Reporting line

This role reports directly to the Senior Project Manager/ Director Program Management.

### Direct reports

- Project Coordinator
- Business Analyst

### Budget/Expenditure

None

## Essential requirements

- Demonstrated working experience managing diverse Projects in a government or private sector organisation (experience within a Government context will be highly regarded).
- Tertiary qualifications in project management, incident, problem and change management or a relevant business discipline and Professional Certification.
- Demonstrated experience of, and a strong understanding of service design methodology and experience working in an agile environment
- Excellent communication, facilitation, interpersonal and team working skills including a high level of influencing ability.






## 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
 <b>Personal Attributes</b>	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 <b>Relationships</b>	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	<b>Influence and Negotiate</b>	<b>Adept</b>
 <b>Results</b>	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 <b>Business Enablers</b>	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Advanced</b>
 <b>People Management</b>	<b>Manage and Develop People</b>	<b>Intermediate</b>
	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
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Relationships</b>	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Communicate Effectively		<ul style="list-style-type: none"> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Influence and Negotiate	Adept	<ul style="list-style-type: none"> <li>Negotiate from an informed and credible position</li> <li>Lead and facilitate productive discussions with staff and stakeholders</li> <li>Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>Recognise and explain the need for compromise</li> <li>Influence others with a fair and considered approach and sound arguments</li> <li>Show sensitivity and understanding in resolving conflicts and differences</li> <li>Manage challenging relations with internal and external stakeholders</li> <li>Pre-empt and minimise conflict</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes</li> <li>Make sure team/unit staff understand expected goals and acknowledge success</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Project Management	Advanced	<ul style="list-style-type: none"> <li>Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts</li> <li>Access key subject-matter experts' knowledge to inform project plans and directions</li> <li>Implement effective stakeholder engagement and communications strategy for all stages of projects</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>People Management</b> Manage and Develop People	Intermediate	<ul style="list-style-type: none"> <li>• Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning</li> <li>• Develop effective strategies to remedy variances from project plans, and minimise impacts</li> <li>• Manage transitions between project stages and ensure that changes are consistent with organisational goals</li> </ul>
		<ul style="list-style-type: none"> <li>• Ensure that roles and responsibilities are clearly communicated</li> <li>• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Develop team capability and recognise and develop potential in people</li> <li>• Be constructive and build on strengths when giving feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolution of issues</li> </ul>