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| --- | --- |
| **Cluster** | Planning, Industry & Environment |
| **Agency** | Department of Planning, Industry & Environment |
| **Division/Branch/Unit** | Water / Regional Water Strategy |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 9-10 |
| **Role Family** *(internal use only)* | Adapted/Planning Strategy Governance & Risk/ Deliver |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** |  |
| **Agency Website** | [www.dpie.nsw.gov.au/water](http://www.dpie.nsw.gov.au/water) |

**Agency overview**

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Primary purpose of the role

The Senior Program Officer provides program and project management including coordinated governance management, program and project reporting, risk management, program planning and scheduling, coordinated procurement processes. The role supports, enables and advises the state and Regional Water Strategies teams and Executive in the delivery of the State and Regional Water Strategies, related projects and program functions.

# Key accountabilities

* Advise, enable and support the State and Regional Water Strategies teams and Executive in the delivery of the State and Regional Water Strategies bringing high quality project and program management skills to the delivery of this program
* Provide expert advice and support to assist managers and the Executive to improve planning, reporting processes to enhance accountability and manage risk
* Support the project and program planning and delivery cycle, including developing project plans, identifying and coordinating resources, undertaking and supporting procurement and contract management, managing budgets, and meet reporting requirements to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope.
* Develop, manage and maintain program management systems including program planning and monitoring, reporting, governance and risk systems to support the delivery of the Regional Water Strategies projects and program and inform the Executive of risks, issues and opportunities
* Manage systems and processes to ensure the department meets its statutory reporting obligations on its performance.
* Consult and collaborate closely with managers and staff to develop and review program and project plans to deliver the regional water strategies reflect Government reform agendas, the social, economic and political priorities of the department.

Key challenges

* Collaborating with State and Regional Water Strategy teams, Managers and the Executive on the effective delivery of projects and program while balancing competing demands to deliver a range of project and program outcomes within tight deadlines
* Developing, coordinating and implementing effective and innovative program management systems.
* Maintaining a thorough and current understanding of issues and changes that may impact project deliverables and providing advice and support on how to address these issues

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Program Manager – State and Regional Water Strategies | * Work collaboratively with, receive guidance from and provide regular updates on key project and program issues and priorities * Actively liaise in relation to the work program, expectations and standards. * On an ongoing basis flag issues that need resolving and propose solutions. |
| Directors, State and Regional Water Strategies | * Receive advice and provide updates on the status of projects * Escalate issues and advise on recommendations regarding the potential solutions. |
| Internal Project Partners | * Support collaboration, ensure key tasks are completed and partners are aware of their accountabilities for the timely delivery of project outcomes. |
| Program and State and Regional Water Strategies teams | * Work collaboratively with team members to achieve common goals, inform a multi-disciplinary approach to communications and community engagement strategies |
| **External** |  |
| Staff of other NSW Government agencies | * To respond to inquiries and discuss central agency reporting requirements. |

# Role dimensions

## Decision making

* Works with the Program Manager – Regional Water Strategies and the State and Regional Water Strategies teams to ensure effective delivery of the Regional Water strategy projects and program
* Works with the Program Manager – State and Regional Water Strategies to embed consistent project and program management across the Regional Water Strategies.
* Actively builds networks throughout Water, the Department and with other government agencies to share lessons learnt.

## Reporting line

Program Manager – Regional Water Strategies

## Direct reports

Nil

## Budget/Expenditure

Nil

**Essential requirements**

* Solid project and/or program management experience
* Understanding and knowledge of the Government public administration processes, governance, protocols and reporting requirements.

# 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, 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 | | 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 |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | 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 |
| **Work Collaboratively**  Collaborate with others and value their contribution | | Encourage a culture that recognises the value of collaboration  Build cooperation and overcome barriers to information sharing and communication across teams and units  Share lessons learned across teams and units  Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work  Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | 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 |
| **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience  Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience  Seek contributions and ideas from people with diverse backgrounds and experience  Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness | Adept |
|  | **Procurement and Contract Management**  Understand and apply procurement processes to ensure effective purchasing and contract performance | | Ensure that employees and contractors apply government and organisational procurement and contract management policies  Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions  Promote effective risk management in procurement  Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes  Represent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors | Advanced |
| **Project Management**  Understand and apply effective planning, coordination and control methods | | Prepare and review project scope and business cases for projects with multiple interdependencies  Access key subject-matter experts’ knowledge to inform project plans and directions  Design and implement effective stakeholder engagement and communications strategies for all project stages  Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning  Develop effective strategies to remedy variances from project plans and minimise impact  Manage transitions between project stages and ensure that changes are consistent with organisational goals  Participate in governance processes such as project steering groups | Advanced |

# 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** |
|  | 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 |
|  | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
|  | 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 | Intermediate |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |