

Role Description

Project Manager (ICT)



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Operational Support
Location	Wollongong
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	TBC
Role Number	TBC
PCAT Code	TBC
Date of Approval	TBC
Agency Website	www.ses.nsw.gov.au

Agency Overview

Our Mission: NSW SES saving lives and creating safer communities.

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities.

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary purpose of the role

Provide high level project management of the ICT workstreams relating to the NSW SES Local Investment in Facilities and Teams Program. This role will be responsible for managing the risk, quality and progress of ICT projects to organizational standards, and ensures projects are completed on time, on budget, to quality standards and within agreed scope.

Key accountabilities

- Contribute to the design and implementation of tools and processes to identify, analyse and facilitate improvements to business systems and assets aligned with the overall business unit requirements and the agency's strategic plans.
- Undertake research and analysis of best practice on the agency and ICT Directorate processes and activities to ensure currency in service provision.
- Participate in reviews of the agency's strategies to enable NSW SES to deliver services in a cost effective manner and to position the NSW SES to meet current and future business requirements.
- Project manage and undertake reform or review projects to evaluate and improve the adequacy of existing and new processes and systems to ensure efficient service delivery.
- Manage and co-ordinate the preparation of accurate and timely project documentation including project status reports, issues tracking / risk registers to inform management on the overall program of work.

- Undertake analysis and modelling to measure impacts of proposed changes to the NSW SES' ICT Infrastructure for the NSW SES Local Investment in Facilities and Teams Program.
- Build and maintain key internal and external stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met. based on open and regular discussions and feedback.
- Prepare accurate and timely formal correspondence, advice, briefs or reports to advise and/or respond to requests.
- Maintain an understanding of the NSW SES environment and of the function of other agencies within the Cluster in that context.
- Provide advice and information to stakeholders on emerging project issues and to support project development and delivery in line with the established plans, budgets, timeframes, organisation objectives and other project and priorities

Key challenges

- Managing the delivery of projects on time and within budget in a geographically dispersed emergency service agency where operational activity can delay deliverables and availability of stakeholders
- Influencing functional owners to implement policy, procedures, guidelines or other information products in areas of complexity.
- Maintaining current knowledge of ICT Procurement best practices which align to whole of government policies and procedures.
- Leading change and communicating effectively with a broad range of stakeholders with diverse needs, including members, the NSW SES Volunteer Association and the Strategic Leadership Team.

Key relationships

Who	Why
Internal	
Project Sponsor	<ul style="list-style-type: none"> • Report on and provide advice on the delivery of the project to ensure best fit solutions.
Project Team	<ul style="list-style-type: none"> • Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach.
Directors/Zone Commanders /Managers	<ul style="list-style-type: none"> • Work in collaboration with other support and administrative staff to ensure understanding and direction of governance projects and initiatives at Branch level.
NSW SES Volunteers	<ul style="list-style-type: none"> • Work in collaboration with volunteer leaders to ensure understanding and support of projects and initiatives.
NSW SES Project Team and other Directorate/Branches	<ul style="list-style-type: none"> • Work in collaboration to support projects of work, reporting and integration of interdependencies of other agency projects
External	
External stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships to ensure the successful delivery of the project.

Role dimensions

Decision making

Decisions made by the Project Manager include:

- Determining day to day work priorities.
- Deciding the content of reports, submissions, policies, correspondence and briefs with limited direction from the Project Sponsor.
- Deciding the content of advice and information provided to the Project Sponsor, Steering Committee and Strategic Leadership Team relating to the delivery of key aspects of the project.

Decisions referred to the Project Sponsor include:

- Any decision that will substantially alter the outcomes or timeframe of a project.
- Major policy issues or conflicts arising in the course of project and other duties.
- Matters requiring a higher delegated authority such as approval for expenditure and/or travel.

Reporting line

Senior Manager Operational Support

Direct Reporting

Nil

Essential requirements

- Demonstrated experience in managing a project and utilising practices and project management methodology to deliver large projects
- Demonstrated experience in managing projects involving the design, development and procurement of ICT Infrastructure or similar capital items.
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months






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


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
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Adept
 Results	Deliver Results	Advanced
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Intermediate
	Procurement and Contract Management	Adept
	Project Management	Advanced
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Adept

Occupation / profession specific capabilities

Capability Set	Category, Sub-category and Skill	Level and Code
 SFIA	Providing advice and recommendations, based on expertise and experience, to address client needs.	Level 5 - CNSL
	Influencing stakeholder attitudes, decisions and actions for mutual benefit.	Level 5 - RLMT
	Planning and implementing organisation-wide processes and procedures for the management of risk to the success or integrity of the enterprise.	Level 5 - BURM

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 Manage Self	Adept	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others non-verbal cues and adept where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding □ Write fluently in a range of styles and formats
Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with stakeholders and staff Encourage others to talk, share and debate ideas to achieve a consensus Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict
Results Deliver Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input from others Investigate and create opportunities to enhance the achievements of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control outputs of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources Seek and apply the expertise of key individuals to achieve organisational outcomes

Business Enablers Procurement and Contract Management	Adept	<ul style="list-style-type: none"> • Apply legal, policy and organisational guidelines and procedures in relation to procurement and contract management • Develop well-written, well structures procurement documentation that clearly sets out the business requirements • Monitor procurement and contract management processes to ensure they are open, transparent and competitive, and that contract performance is effective • Be aware of procurement and contract management risks, and what actions are expected to mitigate these • Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles • Escalate procurement and contract management issues where required
Project Management	Advanced	<ul style="list-style-type: none"> • Prepare scope and business cases for more ambiguous or complex projects including cost and resource inputs • Access key subject matter experts knowledge to inform project plans and directions • Implement effective stakeholders engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals
People Management Optimise Business Outcomes	Adept	<ul style="list-style-type: none"> • Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning • Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context

Occupation Specific Capability Skills Framework for the Information Age (SFIA)

Category	Level & Code	Level Description
Consultancy	Level 5 - CNSL	<ul style="list-style-type: none"> • Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. • Identifies, evaluates and recommends options. • Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs and implements solutions if required. • Enhances the capabilities and effectiveness of clients, by ensuring that proposed solutions are fully understood and appropriately exploited.
Stakeholder Relationship Management	Level 5 – RLMT	<ul style="list-style-type: none"> • Identifies the communications and relationship needs of stakeholder groups. Translates communications/stakeholder engagement strategies into specific activities and deliverables. • Facilitates open communication and discussion between stakeholders.

		<ul style="list-style-type: none"> • Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. Provides informed feedback to assess and promote understanding. • Facilitates business decision-making processes. Captures and disseminates technical and business information.
Risk Management	Level 5 – BURM	<ul style="list-style-type: none"> • Plans and implements complex and substantial risk management activities within a specific function, technical area, project or programme. • Implements consistent and reliable risk management processes and reporting to key stakeholders. • Engages specialists and domain experts as necessary. • Advises on the organisation's approach to risk management.