Role Description
Project Support Officer

Cluster	Transport & Infrastructure
Agency	Sydney Metro
Division/Branch/Unit	Various
Location	680 George Street, Sydney and other site locations
Classification/Grade/Band	Grade 5
Role Number	51019136/51019137
ANZSCO Code	511112
PCAT Code	1228391
Date of Approval	July 2018
Agency Website	https://www.sydneymetro.info/

Agency overview

Sydney Metro is leading Australia's biggest public transport infrastructure program, developing and delivering a new world-class metro railway system for Sydney.

As a new NSW Government statutory authority, Sydney Metro has been tasked with developing and delivering metro railways, and managing their operations. Sydney Metro also leads the development of vibrant station precincts to meet customer and community needs, transforming the way Sydney travels and helping shape the future of Australia's largest city.

Primary purpose of the role

The primary purpose of the role is to provide general project support to a nominated team or project within Sydney Metro.

The role prepares and coordinates meeting documentation, drafts and reviews correspondence, monitors ongoing costs and commitments, responds to requests for information, compiles and prepares reports and briefing notes, maintains general administrative functions including diary management and manages a fully integrated records management system.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers
- Edit, format, compile and coordinate and track input for, and assist in the preparation of high quality correspondence, submissions, briefing notes, and project related documentation and presentations to support project/team activities
- Provide financial services including administering budget expenditure, monitoring purchasing activities, reconciling accounts and maintaining summary databases in line with best financial and audit practice

- Undertake diverse administrative processes including collecting, collating and reconciling personnel timesheets, overtime approvals and attendance records, creating, managing and maintaining project registers, databases, electronic files and records to ensure compliance with government document management policy
- Organise committees and meetings, prepare and submit agendas, minutes and briefing papers, and periodically follow up on the status of actions arising from these meetings to support project/team operations
- Raise purchase order requests for goods and services, process invoices for payments and liaise with contractors and suppliers to organise the provision of goods and services and the maintenance of stores and equipment

Key challenges

- Resolving issues and problems including conflicting requests that require interpretation and planning to ensure best outcomes
- Maintaining corporate knowledge in a changing environment and keeping up to date with organisational changes in order to deliver superior and relevant administrative services

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Functional and Implementation groups and wider Sydney Metro Office	• Work collaboratively to source and collate relevant information and provide information and advice to internal and external stakeholders.
External	
TfNSW and other Transport operating agencies	• Build collaborative working relationships
Suppliers of good and services, contractors and visitors	• Build professional relationships

Role dimensions

Decision making

The role operates with a high level of autonomy within the requirements of the agreed work plan and establishes operational priorities in consultation with the reporting manager. The position holder is expected to deliver assigned projects on time and at or below budget and is fully accountable for the quality, integrity and accuracy of expert advice provided

Reporting line

Sydney Metro operates under a matrix reporting model across functional and implementation groups, or project workstreams.

The role reports to an Executive Director, Director or Principal Manager

Direct reports

The role has no direct reports

Budget/Expenditure

There is no budget/expenditure allocation for the role

Essential requirements

Relevant qualifications in secretarial/personal assistant studies, office/business administration, or a related discipline or equivalent experience

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	Foundational
	Act with Integrity	**Intermediate**
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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 Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Demonstrate Accountability	Intermediate	• Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies