Role Description
Project Coordinator

Cluster	Finance, Services and Innovation
Agency	Service NSW
Division/Branch/Unit	Customer Experience
Location	Sydney
Classification/Grade/Band	Service NSW Award Grade 7/8
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	August 2018
Agency Website	https://www.service.nsw.gov.au

Agency overview

Service NSW is committed to making it easier for NSW residents and businesses to connect with government, by providing services that are available at times and in ways that best suit our customers.

Service NSW has been shaped by what customers have told us – they want easier access to government services, faster service, and a single point of contact. We are working to simplify transactions and reduce the time required by customers to complete transactions.

Service NSW offers a broad range of NSW Government services and transactions through:

• an easy-to-use, accessible, customer friendly website

• service centres with extended opening hours

• a telephone service answered by Service NSW staff.

The Customer Experience Program represents and advocates for the Voice of the Customer (VoC) embedding a customer first focus and is responsible for driving improvements to the customer experience across Service NSW. It works with multiple internal and external stakeholders to influence customer centric outcomes and is also responsible for delivering customer insights and ensuring product development, project management, service delivery and other functions deliver an optimised customer experience that provides a digital-led, omni-channel experience for customers.

Primary purpose of the role

The Customer Experience Project Coordinator is responsible for providing support and governance across key strategic programs to support delivery of the program, including working closely with the Customer Experience team to ensure projects are completed on time, within budget and to appropriate quality standards.

Key accountabilities

- Provide a range of project management and support services including preparation of project documentation, development and monitoring of project plans, co-ordinating team resources and managing project financials to ensure project outcomes are achieved on time and budget within agreed scope, in line with established project management methodology
- Track and report on project progress against established milestones, deliverables and cost forecasts
- Prepare and maintain project documentation for project monitoring, reporting and compiling information to identify and mitigate emerging risks and issues
- Manage program financials including program forecasting, creation of purchase orders, spend and accruals
- Assist the Customer Experience team to complete tasks and implement project plans to ensure agreed outcomes are achieved
- Communicate with a range of key stakeholders to provide updates regarding project status, risks and issues.
- Provide a range of secretariat and administrative services including coordinating committee meetings, workshops, and preparing papers to support project management delivery

Key challenges

- Assisting with project management and support services to complex programs with very tight deadlines
- Managing interdependencies and balancing competing demands to ensure all program objectives are achieved.
- Maintaining the integrity of all project reporting by ensuring that it represents a factual picture of project status

Key relationships

Who	Why
Internal	
Customer Experience Manager	- Assist with program management and delivery - Regular program status and financial reporting - Risk/issue/dependency review - Project documentation and impact assessments as required - Coordinate meetings and activities
Customer Experience, Easy To Do Business and Chief Customer Officer teams	- Participate in meetings, share information and provide input on issues - Support team members and work collaboratively to contribute to achieving team outcomes - Provide updates against plan, reports issues, mitigations and risks
External	
Key external stakeholders including vendors	- Develop and maintain effective working relationships and open channels of communication. - Report to and provide updates on project status - Respond to enquiries - Coordinate meetings and activities

I work FOR NSW

Role dimensions

Decision making

This role works autonomously and as a member of a team to deliver key projects and deliverables within deadlines and to a high quality. The Project Coordinator is responsible for managing and planning their own work with guidance from the Customer Experience Manager.

Reporting line

This role reports to the Customer Experience Manager

Direct reports

N/A

Budget/Expenditure

This role does not have direct budget management responsibility.

Essential requirements

- Demonstrated strong experience in project coordination roles, including project planning, coordination, analysis and reporting.
- Proficiency in Microsoft Office software (Word, Project, PowerPoint, Excel) and MS Project
- Strong time management skills and delivery focused approach. Self-motivated, enthusiastic, goal-oriented, able to handle multiple projects

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.

I work FOR NSW

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
Personal Attributes	**Display Resilience and Courage**	**Adept**
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Adept**
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Foundational
Business Enablers	**Finance**	**Intermediate**
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	**Adept**

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 Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
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	Adept	• Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Finance	Intermediate	• Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Take account of financial and budget implications, including value for money in planning decisions • Present basic financial information to a target audience in an appropriate format • Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them • Display an awareness of financial risk and exposure and solutions to address these
Business Enablers Project Management	Adept	• Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects

I work FOR NSW

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects

I work FOR NSW