

Role Description

Senior Project and Change Officer



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Strategic Capability/Education & Training/Training Capability
Classification/Grade/Band	Clerk Grade 9/10
Kind of Employment	Temporary
Role Number	52017810
ANZSCO Code	224711
PCAT Code	3221292
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose of the role

The Senior Project and Change Officer manages and coordinates the development, implementation and evaluation of complex projects to achieve project and change outcomes and support the achievement of organisational objectives.

Key accountabilities

- Manage assigned projects in accordance with the FRNSW project and change management methodology, including scoping, planning, resourcing and stakeholder consultation, ensuring completion within required deadlines
- Prepare a range of project and change-related documents including status updates, reports, budgets and discussion papers
- Develop end-to-end change management plans, including change impact analysis, readiness, training needs and engagement plans to support an organised transition to the future state model
- Establish and maintain stakeholder relationships through effective communication, negotiation and issues management and to ensure project deliverables are met
- Consult with stakeholders to identify and define the changes to processes, procedures and practices
- Support the design, development, delivery and management of communications relevant to project and change initiatives, including the implementation of related policies, plans and strategies
- Undertake research and analysis and provide recommendations that support the development of key projects across the organisation
- Create and manage measurement systems to track adoption, utilisation and proficiency of individual changes
- Identify resistance and performance gaps and work to develop and implement corrective actions
- Develop and maintain systems and procedures for identifying, monitoring and reporting on project-initiated change to ensure issues are identified and monitored and information is readily available to inform strategies and programming

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
- Works within minimal or no supervision on specific tasks and is expected to negotiate the priorities of others in relation to requests for information and documents
- Prioritising workload to manage timeframes
- Negotiating with various stakeholders to resolve conflict

Key relationships

Who	Why
Internal	
Program Manager	<ul style="list-style-type: none">• Provision of guidance on project strategy, planning and development of project/program outcome• Advice and guidance on risks, issues and solutions for critical FRNSW initiatives
Project Team	<ul style="list-style-type: none">• Promote partnerships across FRNSW to integrate information management capture and transfer• Inform and consult with other managers and specialist staff regularly on issues affecting their portfolios• Provide advice and coaching to managers and the executive assisting transition and developing solutions to possible roadblocks to change implementation• Monitor and support project teams in the application of standard FRNSW project and change management method
Area, Zone and Duty Commanders	<ul style="list-style-type: none">• Provide advice and assistance in the review of programs/projects/initiatives• Establish and maintain working partnership to support corporate programs/projects/initiatives and to share information
Organisational Development, Education & Training and Strategy Planning & Performance Directorate	<ul style="list-style-type: none">• Collaborate to solve identified issues and problems• Participate in team meetings and contribute ideas to improve project and work outcomes
FRNSW Directorates & staff	<ul style="list-style-type: none">• Develop and maintain cooperative, productive and professional working relationships to deliver solutions and build support for FRNSW initiatives, identified actions, ensuring the continuous review, identification and implementation of best practice
External	
External stakeholders	<ul style="list-style-type: none">• Develop and maintain collaborative partnerships to support delivery of the Branch's objectives

Role dimensions

Decision making

- Decisions are made within the scope of the role ensuring accuracy of work
- Identify potential people-side risks and anticipate points of resistance, and develop specific plans to mitigate or address the concerns
- Negotiate the timing of tasks and deadlines with key stakeholders
- Identify and communicate project risks/ issues with key stakeholder

Reporting line: Program Manager

Direct reports: Nil

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

1. Sound project management and change management experience

Essential requirements

1. Tertiary qualifications in a business-related field or equivalent relevant experience

Capabilities for the role



The [NSW public sector 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 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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• 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
	 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• 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
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none">• Negotiate from an informed and credible position• Lead and facilitate productive discussions with staff and stakeholders• Encourage others to talk, share and debate ideas to achieve a consensus• Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes• Influence others with a fair and considered approach and sound arguments• Show sensitivity and understanding in resolving conflicts and differences• Manage challenging relationships with internal and external stakeholders• Anticipate and minimise conflict	Adept
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none">• Seek and apply specialist advice when required• Complete work tasks within set budgets, timeframes and standards• Take the initiative to progress and deliver own work and that of the team or unit• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals• Identify any barriers to achieving results and resolve these where possible• Proactively change or adjust plans when needed	Intermediate





FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • 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
 Business Enablers	Project Management Understand and apply effective project planning, coordination and control methods	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects 	Adept

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	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	Adept
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Results	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
 Business Enablers	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
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

Refer to: NSW Public Service Commission –Occupation Specific Capability Set for behavioural indicators per level: <https://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets>