

Role Description

Senior Project Officer, Aboriginal Communities Water & Sewerage Program



Planning,
Industry &
Environment

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Water/Water Utilities
Location	Parramatta / Newcastle
Classification/Grade/Band	Clerk Grade 9/10
Role Family	Bespoke/Projects and Programs/Delivery
ANZSCO Code	251312
PCAT Code	1124592
Date of Approval	June 2020
Agency Website	www.dpie.nsw.gov.au

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

Provide technical and project management support on the Aboriginal Communities Water and Sewerage Program (ACWSP) outcomes for the provision of water supply and sewerage services to over 60 selected Aboriginal communities. The role liaises with the Program steering committee, service providers and Aboriginal communities to determine levels of service for operation of water and sewerage facilities.

Key accountabilities

- Negotiate service agreements for contractors to provide routine operation and maintenance of water and sewerage facilities and manage service agreement contracts to ensure levels of service are being achieved
- Liaise with multi-disciplinary teams to identify and implement unplanned maintenance, repairs and capital works needed in each community
- Manage the procurement and implementation of Capital Works projects from the initial options assessment through to construction
- Contribute to Steering Committee reports on a four monthly basis and represent the department at

Steering Committee meetings

- Consult, cooperate, and manage various stakeholders and regulators interests and priorities
- Identify and secure funding approval from the appropriate financial delegate to facilitate timely decisions to support service delivery projects and ensure the financial management of project funds is within approved allocations
- Provide updates and reporting on the Program's information database
- Engage and consult with stakeholders, ensuring all interactions and projects delivered in community are culturally appropriate, including regularly attending inspection meetings in remote Aboriginal Communities.

Key challenges

- Delivering a range of program management and support services, given tight deadlines, geographically dispersed project sites, limited resources, multiple stakeholders and the need to manage competing priorities
- Effectively using current knowledge of the extensive range of technical information, legislation and policy settings affecting water and sewerage services for Aboriginal communities in NSW and making recommendations on a range of complex and/or politically sensitive alternatives.
- Consulting with and managing various stakeholders and regulators' interests and priorities effectively.

Key relationships

Who	Why
Internal	
Manager, ACWSP	<ul style="list-style-type: none"> • Ensure work is aligned with current priorities • Identify, discuss and plan for emerging issues and negotiate outcomes • Provide expert advice on program implementation • Report on progress towards program objectives, discuss key projects and issues and receive advice
Water Utilities team	<ul style="list-style-type: none"> • Develop and maintain effective networks to provide and/or seek expert advice, support and assistance in water regulation and technical services. • Share and transfer specialist knowledge, expertise and skills with colleagues and stakeholders. • Projects and future directions have a compelling and defensible justification, particularly relating to water and sewerage delivery. • Work to cooperate with other Programs managed by Water Utilities (e.g. interact with Safe & Secure when opportunities arise) • Collaborate, consult and liaise to ensure consistent application of policy across DPIE Water.
Inspectors	<ul style="list-style-type: none"> • Co-ordinate communication between ACWSP team, Inspectors, LALC, and Service Providers • Share and transfer specialist knowledge, expertise and skills with colleagues

External

Local Aboriginal Land Councils	<ul style="list-style-type: none">• Maintain strategic working relationships and open channels of communication to facilitate liaison, consultation, engagement and/or participation initiatives• Provide information and updates on issues that affect LALC communities
Steering Committee Stakeholders	<ul style="list-style-type: none">• Maintain strategic working relationships and open channels of communication to facilitate liaison, consultation, engagement and/or participation initiatives• Consult and collaborate to define mutual interests and determine strategies to achieve their realisation• Provide technical advice and other relevant information to support decision- making
Vendors/Service Providers and Consultants	<ul style="list-style-type: none">• Monitor performance against Service Agreement Contracts and Inspection Meeting cases• Secure approval for proposed variations to contracts
Other NSW Government Agencies	<ul style="list-style-type: none">• Establish networks to enable performance benchmarking, maintain currency in trends and developments in water and sewerage delivery• Contribute to cross agency or whole of government projects/programs• Influence the development of policy, programs and services• Liaise with regulators to ensure compliance

Role dimensions

Decision making

This role:

- Has a high level of autonomy for the delivery of work assignments and projects on time and to expectations in terms of quality, deliverables and outcomes.
- Refers to the Manager for decisions requiring change to outcome or timeframes, or are likely to escalate or create substantial or contentious precedent or require higher level delegations or decision-making.
- Submits reports, analysis, briefings and other forms of written advice in final format with minimal input required from supervisor.
- Exercises discretion in the approach and content of information, advice and recommendations provided and consults with the Manager regarding issues or sensitivities

Reporting line

Manager Aboriginal Communities Water and Sewerage Program

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience working with Aboriginal people and communities with the ability to communicate across cultures.
- Knowledge, respect, sensitivity to and understanding of Aboriginal cultural and water issues.
- Knowledge of project cycle stages i.e. project planning, project implementation and contract management

Essential requirements

- Tertiary qualifications in Engineering or other relevant discipline related to town water and sewerage delivery or equivalent experience
- Current Driver Licence and extensive remote area travel in NSW is required

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

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Act professionally and support a culture of integrity Identify and explain ethical issues and set an example for others to follow Ensure that others are aware of and understand the legislation and policy framework within which they operate Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices 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 and maintain a high level of personal motivation 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Present with credibility, engage diverse audiences and test levels of understanding Translate technical and complex information clearly and concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Contribute to and promote information sharing across the organisation Manage complex communications that involve understanding and responding to multiple and divergent viewpoints Explore creative ways to engage diverse 	Advanced



FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<p>audiences and communicate information</p> <ul style="list-style-type: none"> • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats 	

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept
	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 	Adept
	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

FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural indicators	Level
 Results	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 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	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	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	Advanced