

Role Description

Project Officer

[Generic Role Description: Project Officer 7/8]



Communities
& Justice

Cluster/Agency	Communities and Justice
Division/Branch/Unit	Hunter Central Coast District
Location	Central Coast
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	TBC
ANZSCO Code	511112
Role Number	TBC
PCAT Code	Varies depending on team and client
Date of Approval	TBC
Agency Website	www.facs.nsw.gov.au

This role description applies to multiple roles across DCJ. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Communities and Justice directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential, with a focus on breaking, rather than managing, disadvantage.

Primary purpose of the role

Manage and implement a range of projects, in line with the directorate's responsibilities, which improve DCJ service delivery or operations and contribute to better outcomes for individuals, families, groups and communities.

Key accountabilities

- Contribute to the design, implementation and coordination of projects that deliver effective business unit outcomes and meet client service delivery needs.
- Undertake research and analysis to support the development of key projects and the improvement of processes across DCJ and ensure the use of project management methodologies and processes to allow for consistent high quality outcomes.
- Manage and oversee particular aspects of projects and implementations, including developing and monitoring project plans, coordinating resources, and monitoring budgets to ensure successful project milestones are met.
- Prepare a range of project-related documents for key stakeholders as required, including status updates, reports, budgets and discussion papers to manage the flow of information.
- Deliver on assigned projects and processes within agreed upon deadlines and quality standards.
- Liaise and work across DCJ Divisions and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.
- Work effectively with team members towards mutual continued development and provide feedback to each other on project work undertaken.

- Seek out and actively manage key internal and external stakeholder relationships based on open and regular discussions and feedback, to ensure effective interface between program development, planning, service design and policy implementation.

Key challenges

- Meeting tight deadlines in an environment characterised by conflicting priorities and multiple stakeholders.
- Maintaining oversight of project progress and identifying issues and risks bringing them to the attention of business unit manager.

Key relationships

Who	Why
Internal	
Line Manager	<ul style="list-style-type: none"> • Report directly to Line manager • Seek direction, advice and support • Provide information and feedback
Team Members	<ul style="list-style-type: none"> • Provide information and advice • Provide an effective and valuable two way liaison
Other DCJ Divisions	<ul style="list-style-type: none"> • Liaise to ensure the provision of timely and accurate advice when requested • Develop and maintain effective working relationships • Negotiate/agree on timeframes
DCJ Districts and Clusters	<ul style="list-style-type: none"> • Liaise to ensure consistent engagement with service delivery planning and service providers • Develop and maintain effective working relationships • Negotiate/agree on timeframes
External	
Non-government Organisations	<ul style="list-style-type: none"> • Engage with service providers
Community	<ul style="list-style-type: none"> • Engage with service providers and client groups

Role dimensions

Decision making

The role:

- Works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.
- Maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.
- Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
- Ensures recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.

- As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

Refer to the DCJ Delegations for specific financial and/or administrative delegations for this role.

Reporting line

See divisional structure and supplementary material.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/clearances:





- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>.

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

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	<ul style="list-style-type: none"> • 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 Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	<ul style="list-style-type: none"> • 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	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Problems		<p>appropriate solutions</p> <ul style="list-style-type: none"> • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans