Role Description
Project Officer

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	Regional Development and Programs/Regional Programs
Location	Various
Classification / Grade / Band	Clerk Grade 7/8
Role Family	Standard/Projects and Programs/Deliver
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	20 November 2020 (updated January 2023)
Agency Website	www.regional.nsw.gov.au

Agency overview

The Department of Regional NSW (DRNSW) was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

The NSW Government's eyes and ears on the ground for regional development and infrastructure delivery, providing multi-agency coordination, program and grant funding, community planning and coordination, and emergency response delivery.

Regional Development and Programs plays a crucial leadership and community-facing role to support improved outcomes in economic development and community wellbeing for regional NSW.

Our Regional Programs branches coordinate and deliver sector excellence and leadership in grants design, administration, evaluation and program assurance to support social and economic outcomes for regional NSW. Regional Programs delivers a range of initiatives to promote economic growth and enhance community wellbeing across regional NSW by helping drive employment, improve local amenity, deliver positive outcomes for young people and respond to the emerging needs of regional communities through planning, management and delivery of the $3b Regional Growth Fund.

Primary purpose of the role

Provide project management and support for the effective delivery of targeted grants funding, in accordance with policies, strategies and standards.

Key accountabilities

- Provide a range of project management and support services, including preparation of reports and briefs, coordinating resources, maintaining project documentation and implementing and monitoring project plans, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope, in line with established agency project management methodology and governance frameworks.
- Prepare and maintain project documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of project outcomes.
- Communicate with key stakeholders and coordinate working groups, committees and consultations to facilitate exchange of information and support project completion in line with project plans.
- Source, collate and compile data and information to identify emerging issues and track and report on project progress against established milestones and deliverables.
- Undertake research and analysis, identifying trends and preparing project briefs, to support informed decision-making and planning.

Key challenges

- Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities.
- Working collaboratively with internal and external stakeholders to ensure timely delivery of projects

Key relationships

Who	Why
Internal	
Manager, Director, Executive Director	• Provide advice and contribute to decision making regarding projects and issues • Escalate issues and propose solutions • Receive guidance and provide regular updates on projects, issues and priorities
Project Team	• Work collaboratively and exchange information
Stakeholders	• Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries
External	
Stakeholders	• Develop and maintain effective working relationships and open channels of communication • Exchange information and respond to enquiries

Role dimensions

Decision making

The decision making required of the role relates to:

- Day to day management of their own work priorities within agreed parameters and approved individual and team work plans.
- Providing information and advice to internal and external enquirers on relevant protocol, policies and procedures, referring to a supervisor any matters which fall outside of standard guidelines and practice.

Decisions which are referred to a supervisor include:

- Any decision that will substantially alter the outcomes or timeframe of agreed workplans.
- Any major conflicts or policy issues that arise in the course of such interaction
- Matters requiring a higher delegated authority such as approval for expenditure and/or travel.
- Matters requiring submission to the Secretary, Premier or Minister's Office.

Reporting line

The Project Officer reports to the Manager.

Direct reports

Nil

Budget/expenditure

Nil

Key knowledge and experience

- Experience in project management including the ability to manage multiple projects with competing timeframes, set priorities, meet deadlines and work as part of a team.

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	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• 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	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs	Adept

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		• 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	
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues	Intermediate
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• 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	Adept

- 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

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	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	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	Foundational
	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

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