

Role Description

Project Support Officer

Cluster	Finance, Services & Innovation
Agency	Property and Advisory Group
Division/Branch/Unit	Public Works Advisory
Location	NSW
Classification/Grade/Band	Staff Grade 5/6
Role Number	TBA
ANZSCO Code	51111
PCAT Code	1132292
Date of Approval	JE Ref: INCGB0048472797 April 2017

Primary purpose of the role

Provide and assist in a range of high quality project support services in order to contribute to the efficient delivery of program and project management operations and service delivery.

Key accountabilities

- Provide and/or manage a range of project functions to contribute to the efficient operation of the office.
- Interpret and implement standards, policies and procedures in order to provide professional advice and information to staff, management and clients.
- Provide assistance in one or more of the following functions:
 - Project Management
 - Assets Management
 - Contract Management & Procurement Management
 - Records Management
- Maintain knowledge of current relevant legislation, policies, procedures and guidelines to ensure the compliance with regulatory requirements.
- Ensure technical knowledge of the ERP operating and reporting system to support the business needs
- Train staff on policies, procedures and business systems in order to contribute to the efficient, effective and compliant operation of the business.

Key challenges

- Planning and prioritising work in a high volume business environment to meet conflicting and critical deadlines with minimal input from line manager while contributing to the team environment and adapting to changing priorities as needed.
- Taking responsibility for the provision of high quality, accurate and timely advice to management and staff whilst maintaining compliance and consistency with departmental policy and procedures and legislative requirements and using plain English and good communication skills.

- Managing a project and/or business support team including oversight, development, motivation and appraisal of staff team performance in a high volume work-flow.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> Escalate issues, keep informed, advise, receive guidance and instructions.
Senior Management	<ul style="list-style-type: none"> Escalate issues, keep informed and advise corrective action to be undertaken if required. Participate in discussions and decisions regarding implementation of innovation and best practice. Provide reports, data and analysis
Work team	<ul style="list-style-type: none"> Consult and collaborate to achieve business and team objectives. Guide, support, coach and mentor team members Provide team motivation and direction Recognise and improve performance issues Lead team meetings to obtain group perspective and share information Participate in meetings to share information and provide input on issues.
Internal Stakeholders	<ul style="list-style-type: none"> Liaise with internal stakeholders to achieve the delivery of professional, high quality and timely customer service.
External	
External Vendors/Service Providers	<ul style="list-style-type: none"> Contact to provide and gather information and resolve routine issues
External Clients	<ul style="list-style-type: none"> Monitor provision of service and billing to ensure compliance with contracts and service agreements

Role dimensions

Decision making

The role: • is accountable for the delivery of work assignments to expectations in terms of quality, deliverables and outcomes; • refers to a supervisor decisions that involve change to processes, outcomes or timeframes; are likely to escalate or create substantial or contentious precedent; require a higher administrative or financial delegation, or submission to a higher level of management; • collaborates and consults with team members to achieve business objectives Formal delegations in line with the DFSI Delegations Manual.

Reporting line

Refer to the relevant business unit organisational chart.

Direct reports

This position may have direct reports. Refer to the relevant business unit organisational chart.

Budget/Expenditure

The revenue targets for this role are set on an annual basis and will form part of the roles Performance and Development Plans

Essential requirements

- Relevant tertiary qualifications and/or relevant industry experience in one or more of the following fields: accounting/finance, procurement, business administration, human resources, management or related discipline.
- Current Australian Drivers Licence and a willingness and ability to drive may be required depending on the location of the position.
- Employment screening checks, security or other clearances & health assessments.






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.

NSW Public Sector Capability Framework

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

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 Manage Self	Adept	<ul style="list-style-type: none"> 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 a high level of personal motivation

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> • Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	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 appropriate solutions • 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 Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Be constructive and build on strengths when giving feedback• Identify and act on opportunities to provide coaching and mentoring• Recognise performance issues that need to be addressed and work towards resolution of issues