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| **Cluster** | Premier and Cabinet |
| **Agency** | Public Service Commission |
| **Division/Branch/Unit** | Culture and Capability Branch / Workforce Strategy and Capability |
| **Role number** | TBC |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Senior executive work level standards** | Not Applicable |
| **ANZSCO Code** | 599999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | June 2023 |
| **Agency Website** | www.psc.nsw.gov.au |

Agency overview

The Public Service Commission (PSC) is headed by an independent Public Service Commissioner and is a separate agency under the Government Sector Employment Act 2013 (GSE Act) that supports the Commissioner in the exercise of his/her functions and powers.

The PSC leads the design, development and implementation of the full range of workforce management strategies - including workforce capability, recruitment and assessment, performance management, and strategic workforce planning - to enhance the effectiveness and efficiency of the NSW public sector workforce.

Primary purpose of the role

The Project Support Officer provides project and/or program, and recruitment support services to the team and branch to assist in the successful delivery oftheir projects and/or programs.

Key accountabilities

* Provide administrative, support, research, technical and information support to facilitate achievement of project and/or program objectives and timelines.
* Provide support to events related to projects and/or programs as well as building and maintaining solid stakeholder relationships across agencies through well-developed communications.
* Prepare a range of documents to support business unit and project activities including formatting, presentation and preparation of complex reports, multimedia presentations, and meeting papers.
* Collect, enter and maintain accurate information in various databases and prepare summary reports and data analyses to meet planning and project needs.
* Keep accurate records of all expenses and costs incurred during the course of the projects to assist with the effective management of the project budget.
* Establish and maintain paper and electronic records on project and administrative activities, to meet PSC and governance requirements.
* Organise and provide secretariat and administrative support to the branch and any project and/or program committees, working parties, similar project groups, recruitment activities and events as required to facilitate their operation.

Key challenges

* Balancing and delivering multiple administrative support activities and services in line with agreed standards, timeframes, and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.

Key relationships

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal**  |   |
| Relevant Reporting Line Manager  | * Provide regular updates on key projects, issues and priorities
* Contribute to strategic planning, policy development and decision making
* Escalate issues, keep informed and receive instructions.
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| Work Team | * Participate and contribute to meetings and share information.
* Support the team, work collaboratively to contribute to achieving the team’s outcomes.
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| **External**  |   |
| External Stakeholders/ Customers  | * Address queries and/or redirect to relevant party for review and resolution.
* Contribute to a client-focused approach to service provision
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# Role dimensions

## Decision making

The role operates with some autonomy within the context of agreed priorities and makes decisions within the limits of delegated authority.

## Reporting line

## The role reports to the relevant reporting line manager.

## Direct reports

Nil

## Budget/Expenditure

As per PSC financial delegations.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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**  |
|  | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | Adapt existing skills to new situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth, and develop and apply new skillsSeek feedback from colleagues and stakeholdersStay motivated when tasks become difficult | Intermediate |
|  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | Focus on key points and speak in plain EnglishClearly explain and present ideas and argumentsListen to others to gain an understanding and ask appropriate, respectful questionsPromote the use of inclusive language and assist others to adjust where necessaryMonitor own and others’ non-verbal cues and adapt where necessaryWrite and prepare material that is well structured and easy to followCommunicate routine technical information clearly | Intermediate |
| **Work Collaboratively**Collaborate with others and value their contribution | Build a supportive and cooperative team environmentShare information and learning across teamsAcknowledge outcomes that were achieved by effective collaborationEngage other teams and units to share information and jointly solve issues and problemsSupport others in challenging situationsUse collaboration tools, including digital technologies, to work with others | Intermediate |
|  | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | Seek and apply specialist advice when requiredComplete work tasks within set budgets, timeframes and standardsTake the initiative to progress and deliver own work and that of the team or unitContribute to allocating responsibilities and resources to ensure the team or unit achieves goalsIdentify any barriers to achieving results and resolve these where possibleProactively change or adjust plans when needed | Intermediate |
| **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 opportunityResearch and analyse information to make recommendations based on relevant evidenceIdentify issues that may hinder the completion of tasks and find appropriate solutionsBe willing to seek input from others and share own ideas to achieve best outcomesGenerate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
|  | **Project Management**Understand and apply effective project planning, coordination and control methods | Perform basic research and analysis to inform and support the achievement of project deliverablesContribute to developing project documentation and resource estimatesContribute to reviews of progress, outcomes and future improvementsIdentify and escalate possible variances from project plans | Intermediate |
| **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasksUse available technology to improve individual performance and effectivenessMake effective use of records, information and knowledge management functions and systemsSupport the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |

# 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 |
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| **Capability group/sets** | **Capability name** |  | **Description** | **Level**  |
|  | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  | 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 | Foundational |
|  | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |