

Role Description

Project Officer, Customer Experience



Planning,
Industry &
Environment

Cluster	Planning, Industry and Environment
Agency	NSW Department of Planning, Industry and Environment
Division/Branch/Unit	Corporate Service Partners/Corporate Operations/Customer Experience (CX)
Location	Sydney
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	261212
PCAT Code	1136292
Date of Approval	August 2020
Agency Website	www.dpie.nsw.gov.au

About the Department of Planning, Industry and Environment

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.

The CX team takes a human centered approach to the design, delivery and measurement of a variety of projects across the cluster. We are solutions focused, agile and driven to deliver innovative solutions that put customers and people at the center. The CX team utilises a variety of process and/or design thinking approaches in partnership with our customers and other government agencies to co-design sustainable solutions.

Primary purpose of the role

Provides project support to develop and implement a range of projects which seek to improve customer experience across the cluster. This role is a key member of the CX team and is empowered to influence and support change across the cluster to ensure that the customer is in the center of design requirements and solution design. The role liaises with multiple areas, within DPIE and across government.

Key accountabilities

- Provide support to the Principal Project Manager by contributing to the planning, development and implementation of the department's customer experience framework ("thinking like a customer").

- Support includes the 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.
- Source, collate and compile data and information to identify emerging issues and track and report on project progress against established milestones and deliverables
- Take a human centered design approach to undertake research and analysis, generate quality insights, and identify future state opportunities that support informed decision-making to deliver exceptional customer experiences.
- Designing solutions that address our customers' real problems.

Key challenges

- Delivering exceptional experiences that meet our customers' needs and expectations whilst supporting cluster priorities and state outcomes.
- Working across multiple projects, sometimes with tight timeframes.
- Being comfortable with a certain level of ambiguity in terms of designing solutions for and with customers.

Key relationships

Who	Why
Internal	
Principal Project Officer	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Exchange information and provide feedback • Support team members and work collaboratively to contribute to achieving team outcomes.
Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication • Consult on emerging business needs, provide advice and information
External	
Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries

Decision making

- Works under general direction within a clear framework of accountability
- Plans and manages own work priorities within the context of the role and project priorities.
- The role has autonomy to initiate their own work and that of others and is responsible for its delivery according to the allocated objectives

Reporting line

Principal Project Officer

Direct reports

Nil

Budget/Expenditure

Nil

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.

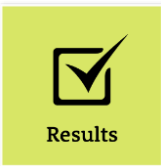

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">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
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none">Focus on providing a positive customer experienceSupport a customer-focused culture in the organisationDemonstrate a thorough knowledge of the services provided and relay this knowledge to customersIdentify and respond quickly to customer needsConsider customer service requirements and develop solutions to meet needsResolve complex customer issues and needsCooperate across work areas to improve	Intermediate





	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	outcomes for customers <ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
	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
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> • Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans 	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

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
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	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	Foundational