Role Description
Senior Program Officer

Cluster	Planning, Industry and Environment
Agency	Department of Planning, Industry and Environment
Division/Branch/Unit	Aboriginal Strategy and Outcomes
Location	Statewide
Classification/Grade/Band	Clerk Grade 9/10
Role Number	TBA
ANZSCO Code	511112
PCAT Code	1127292
Date of Approval	January 2020
Agency Website	www.dpie.nsw.gov.au

Agency overview

The Planning, Industry and Environment Cluster (DPIE) was formed in 2019. The Cluster drives greater levels of integration and efficiency across key areas such as long-term planning, precincts, housing, property, infrastructure priorities, open space, the environment, our natural resources – land, water, mining – energy, and growing our industries. There is a strong emphasis on regional NSW.

Primary purpose of the role

The Senior Program Officer manages and coordinates the development, implementation and evaluation of complex programs to achieve program outcomes, and support achievement of organisational objectives.

Key accountabilities

- Manage and oversee all aspects of program and project planning, development and implementation for a range of projects, including developing project plans, coordinating resources, managing budgets, and meeting reporting requirements, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope and established project management methodology
- Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met
- Provide high level advice and information to stakeholders on emerging program issues and present recommendations to support delivery of program priorities.
- Collect and analyse data and commentaries from multiple sources and undertake data validation to ensure data integrity and accuracy is retained when developing reports.
- Monitor and evaluate all aspects of program implementation, including risk and contingency management, benefits realisation, program impact and quality measures, to identify and address issues, assess project progress and effectiveness, and achieve project outcomes
- Manage, prepare and review high level complex communications ensuring timeliness and accuracy to support the achievement of business requirements

Key challenges

- Managing responses to a diverse group of stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.

Key relationships

Who	Why
Internal	
Manager	- Receive guidance and provide regular updates on programs, issues and priorities - Provide advice and contribute to decision making - Identify emerging issues/risks and their implications and propose solutions
Program Team	- Guide and support team members - Work collaboratively to contribute to achieving team outcomes
Stakeholders	- Provide expert advice on program related matters - Report and provide updates on program progress - Consult and collaborate to resolve program related issues, define mutual interests and determine strategies to achieve their realisation
External	
Stakeholders	- Provide expert advice on program related matters - Report and provide updates on program progress - Engage and consult in the resolution of program issues

Role dimensions

Decision making

The role:

- Operates with significant autonomy in determining day to day work priorities in consultation with the Manager.
- Is fully accountable for the content, accuracy, validity and integrity of advice provided.
- Operates and makes decisions within legislative and regulatory provisions, public sector frameworks, strategic and business plans, applicable policies, delegations, budget and resource parameters.

Reporting line

This role reports to the allocated Manager.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

This is an Identified role under the Section 14d of the Anti-Discrimination Act 1977 and as such Aboriginality is an essential requirement of the role as well as sensitivity to and understanding of Aboriginal Culture and an excellent understanding of Aboriginal community governance and structures.

Tertiary qualifications in a relevant discipline and/or demonstrated equivalent industry or professional experience in the relevant area

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

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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 Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Adept	• Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Influence and Negotiate	Adept	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Deliver Results	Adept	• 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

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Group and Capability	Level	Behavioural Indicators
		• Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Business Enablers Project Management	Advanced	• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals

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