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| --- | --- |
| **Cluster** | **Communities and Justice** |
| **Executive Agency** | **Multicultural NSW** |
| **Division/Branch/Unit** | **Community & Policy** |
| **Location** | **Parramatta** |
| **Classification/Grade/Band** | **Clerk 5**/**6** |
| **Kind of Employment** | **Temporary 6-9 months** |
| **ANZSCO Code** | **TBA** |
| **Role Number** | **51010804** |
| **PCAT Code** | **TBA** |
| **Date of Approval** | **14 September 2020** |
| **Agency Website** | **www.multicultural.nsw.gov.au** |

AGENCY OVERVIEW

Multicultural NSW exists to build and maintain a cohesive and harmonious multicultural society that enriches the lives of all people in NSW.

Our work is underpinned by the Multicultural NSW Act 2000, which establishes Multicultural NSW as the lead NSW Government agency for promoting the multicultural principles and resolving issues relating to cultural diversity. Through our strategies, policies, programs and services, we promote the equal rights and responsibilities of all the people of New South Wales where individuals share a commitment to New South Wales and Australia, diversity is regarded as an asset, and English is the common language.

**POSITION CONTEXT**

The Assistant Project Officer (Community Resilience) is part of the Community team within the Community & Policy Division at Multicultural NSW. The team engages communities across NSW through a range of channels and forums and delivers programs and initiatives to promote the benefits of cultural diversity and address issues impacting social cohesion and community harmony.

The team works under a whole-of-society model of community resilience that aims to build and maintain robust, sustainable, cooperative networks that operate across communities and sectors, and that can mobilise to respond to challenges and threats to community harmony, resolve conflict, and actively promote social cohesion. Working closely with community partners, academic experts, police and government agencies, the Community team develops evidence-based policy and delivers key strategic projects at the local, state and national levels.

**Primary purpose of the role**

The Assistant Project Officer (Community Resilience) undertakes a range of project research, analysis, reporting, implementation and administrative activities to support the development and delivery of community resilience projects, in line with established project plans and objectives.

This Assistant Project Officer (Community Resilience) role is funded under a federal government grant to assist in the delivery of a time-limited digital storytelling project supporting victims and survivors of terrorism to tell their stories of hope and resilience.

# Key accountabilities

* Provide project and operational support, including monitoring and reporting on project plans, milestones and deliverables, to ensure time, cost and quality indicators are in line with approved project plans
* Update and collate documentation and records regarding relevant issues, policies and practices to ensure the delivery of projects complies with agreed project management methodology
* Undertake basic research and analysis in assigned project areas and contribute to the preparation of project briefs to support informed decision making and planning
* Assist the project team to complete tasks and implement project plans to ensure agreed outcomes are achieved
* Communicate with relevant stakeholders to provide updates regarding project status and implementation issues
* Provide a range of secretariat and administrative services, including coordinating committee meetings and preparing papers, to support project management delivery

Key challenges

* Delivering multiple project support activities in line with agreed standards and objectives, given tight deadlines and competing demands and priorities
* Working remotely with external consultants and contractors and coordinating project team meetings
* Working and communicating in a trauma-informed way with community members directly impacted by terrorism and violent extremism.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Associate Director Community Resilience | * Receive and clarify guidance and instructions and report on progress against work plans * Escalate and discuss issues |
| Project Team | * Participate in meetings, share information and provide input on issues * Support team members and work collaboratively to contribute to achieving team outcomes |
| Stakeholders | * Report to and provide updates on project status * Respond to enquiries * Coordinate meetings and activities |
| **External** |  |
| Stakeholders and consultants | * Report to and provide updates on project status * Respond to enquiries * Coordinate meetings and activities |

ROLE DIMENSIONS

## Decision making

* Makes independent decisions regarding the allocation of time and resources to daily activities to the achievement of project outcomes.
* Is accountable for meeting assigned objectives within timeframes.
* Decisions on key issues and initiatives are made in collaboration with the Associate Director and Manager Community Resilience
* Discussions are held with the Associate Director and Manager Community Resilience to establish resources, work procedures and priorities, to determine the presentation of reports for project/program outcomes, and to resolve issues that may impact on the quality of planned initiatives.

## Reporting Line

This role supports and reports to the Associate Director, Community Resilience, who reports to the Director Community & Policy, CEO and Minister. Other roles that report to the Associate Director include Manager Community Resilience, Manager Community Engagement and four Community Resilience and Community Engagement Officer positions. The team is supported by the Administrator Community.

## Direct reports

None.

## Budget/Expenditure

This role has no budget / expenditure authority as detailed in Multicultural NSW Financial and Administration Delegations Instrument.

ESSENTIAL REQUIREMENTS

* Tertiary qualification in relevant field or relevant experience
* Successful ‘Working With Children’ check

# 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](http://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 | Foundational |
| Act with Integrity | Foundational |
| **Manage Self** | **Intermediate** |
| Value Diversity and Inclusion | Foundational |
| Relationships | **Communicate Effectively** | **Intermediate** |
| Commit to Customer Service | Intermediate |
| Work Collaboratively | Foundational |
| Influence and Negotiate | Foundational |
| Results | **Deliver Results** | **Intermediate** |
| Plan and Prioritise | Foundational |
| Think and Solve Problems | Intermediate |
| Demonstrate Accountability | Foundational |
| Business Enablers | Finance | Foundational |
| Technology | Intermediate |
| Procurement and Contract Management | Foundational |
| **Project Management** | **Intermediate** |

## 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 | Intermediate | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth and develop and apply new skills  Seek feedback from colleagues and stakeholders  Maintain own motivation when tasks become difficult |
| **Relationships**  Communicate Effectively | Intermediate | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly |
| **Results**  Deliver Results | Intermediate | 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 |
| **Business Enablers**  Project Management | Intermediate | 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 |