Role Description
Project Manager

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Public Works
Location	Various across NSW
Classification/Grade/Band	Clerk Staff Grade 7/8
Kind of Employment	Ongoing or Temporary
Role Number	Generic position across Public Works
ANZSCO Code	133111
PCAT Code	1112292
Date of Approval	23/08/2010 - OGB01-028 (updated July 2019 and April 2020)
Agency Website	www.drnsw.nsw.gov.au

Agency overview

The Department of Regional NSW is the central agency responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Public Works (PW) is part of the Department of Regional NSW and supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, design, delivery and support services. There's nothing abstract about what we do. Just look around. Our work is in the hospitals, dams, water treatment plants and high schools – the real foundations of prosperous communities. Every day we help shape the ambitious projects that bring progress to more people in NSW. From forging a more sustainable relationship with the land around us, to engineering the big ideas of the future. In every challenge we see the chance to build stronger and more connected communities. We do this by developing solutions that show creativity and grassroots ingenuity, providing impartial advice and support at all levels of government and the private sector, and partnering with experts to maximise the benefits of our knowledge and experience.

In PW offices all over the state, you'll find local expertise for local issues. We uncover the best talent, scrutinise cost and risk, and bridge the gap between private sector and government. By managing these nuances, projects we work on don't just get done, they become benchmarks others aspire to.

Primary purpose of the role

Manage the delivery of one or more assigned infrastructure projects ranging in low to medium risk and complexity, or contributes to the planning and delivery of infrastructure projects with medium to high in risk and complexity, to ensure time, cost, quality, safety and environment targets and corporate and region expectations and requirements are met.

Key accountabilities

- Deliver civil works projects, contributing to planning, scoping and implementation of projects, ensuring project activities are achieved within budget, scope and to key performance measures and comply with best practice project management and safety principles to achieve client satisfaction targets and provide excellent client service.
- Facilitate input from team members and other stakeholders and prepare Project Plans to manage the planning and delivery of assigned medium to high complexity infrastructure projects.
- Contribute to the preparation of bid proposals and participate as part of a bid team for significant proposals to contribute to business performance.
- Develop and maintain a good understanding of industry trends and practices, and Government policies and regulations and apply these to project work to ensure excellent outcomes for clients.
- Identify opportunities for process improvement contribute to team development and professional development and propose new approaches for consideration by the business unit manager to contribute to improved business performance.
- Prepare and provide regular reports to senior staff regarding project progress and financial performance, providing client centered project documentation to support informed and accountable decision making and clear understanding of project risks and successes.
- Develop and maintain strong working relationships with clients by gaining a thorough understanding of client perspectives, technical and business requirements, including facilitating between clients and recipients to assist with the management of grant applications.
- Provide verification of programs and claim eligibility including items such as payments, cash-flow, work in ground and invoicing.

Key challenges

- Achieving client and business unit objectives given that strict time, cost and quality parameters apply when managing multiple projects and delivering project components.
- Identifying and managing project delivery risks, including safety and environment given that stakeholder's behaviour needs to be influenced to implement identified project risk strategies.

Key relationships

Who	Why
Internal	
Manager	• Provide sound advice and guidance on technical issues related to project management services • Participate in discussions and decisions regarding business development opportunities
Work Team	• Inspire and motivate team, provide direction and manage performance • Support team members and work collaboratively to contribute to achieve business outcomes • Participate in meetings to share information and provide input on issues

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Who	Why
External	
Customers/Stakeholders	• Develop and maintain effective working relationships and open channels of communication to ensure stakeholders are well informed. • Contribute to a client-focused approach to service delivery
Vendors/Service Providers	• Negotiate and approve contracts and service agreements • Manage contracts and monitor provision of service to ensure compliance with contracts and service arrangements
Industry professionals/ consultants	• Seek/maintain specialist knowledge/advice and collaborate on and keep up to date with industry best practice. • Participate in forums, groups to represent the agency and share information

Role dimensions

Decision making

The Project Manager has a high level of autonomy in the delivery of projects or a range of project activities and makes day to day decisions in relation to prioritising activities and maximising the utilisation of assigned resources. Onsite problems, contractual variations, extensions of time and progress certificates are all dealt with in accordance with delegated authorities and may require decision making by the Project Manager. On specialised technical/professional matters the Project Manager is required to research all relevant standards and requirements and make expert and informed recommendations upon which higher level decisions can be made.

Direct reports

The role may supervise a team of Project Managers and or support roles.

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.

Key knowledge and experience

• Demonstrated understanding and experience in the planning, evaluation and/or delivery of complex infrastructure projects.

Essential requirements

• Degree qualification/s in Project Management, Engineering, Architecture, Building or construction (civil, environmental, mechanical, electrical or electrical/networks) and/or related discipline and/or equivalent knowledge, skills and experience with a demonstrated commitment to ongoing professional development.
• Current NSW Driver Licence and willingness to drive to and work in remote locations which may include overnight stays.

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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	• 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 • Stay motivated when tasks become difficult	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
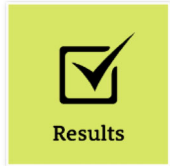
|			
Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept	
Project Management Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects	Adept	

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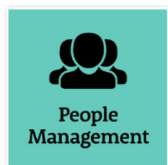
| | Manage and Develop People
Engage and motivate staff, and develop capability and potential in others | • Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
• Look for ways to develop team capability and recognise and develop individual potential
• Be constructive and build on strengths by giving timely and actionable feedback
• Identify and act on opportunities to provide coaching and mentoring
• Recognise performance issues that need to be addressed and work towards resolving issues
• Effectively support and manage team members who are working flexibly and in various locations
• Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
• Consider feedback on own management style and reflect on potential areas to improve | 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.

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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	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	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	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational

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