

Role Description

Project Assistant



Regional
NSW

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Public Works Advisory and Regional Development
Role number	Generic Position across Public Works Advisory
Classification/Grade/Band	Clerk Grade 1/2
ANZSCO Code	531111
PCAT Code	1117172
Date of Approval	October 2021
Agency Website	www.regional.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is 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 Advisory (PWA) 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 PWA 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

The Project Assistant assists with the planning and/or delivery of a range of infrastructure project tasks to ensure that time, cost, quality, safety and environmental targets and the region's business objectives and client expectations are met.

Key accountabilities

- Assist with the planning and delivery of assigned infrastructure projects by applying standard project procedures and carrying out project tasks assigned by the Project Manager.
- Assist in responding to clients in a timely manner to support the achievement of client satisfaction targets by being responsive and effective in all client interactions.
- Contribute to the capture of lessons learned on projects by participating informal lessons learned forums.
- Contribute to the continued professionalism and technical reputation of the business unit by undertaking professional development activities in consultation with business unit management.

Key challenges

- Contributing to the delivery of project tasks and project activities given the strict time, cost and quality parameters apply when managing multiple tasks.
- Working effectively with a Manager and/or work team to gain an informed understanding of the policies, practices and procedures of the business unit, department and NSW Government.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Contribute to advice given on technical issues related to project management services. • Participate in discussions regarding business development opportunities. • Escalate issues, keep informed, advise, receive guidance and instructions.
Work Team	<ul style="list-style-type: none"> • Work collaboratively with team members to contribute to achieve business outcomes. • Participate in meetings to share information and provide input on issues.
External	
Customers/stakeholders	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Negotiate minor contracts and service agreements on low complexity projects. • Manage contracts and monitor provision of service to ensure compliance with contracts and service agreements. • Contact to provide and gather information and resolve routine issues.
Industry professionals/consultants	<ul style="list-style-type: none"> • Seek/maintain specialist knowledge/advice 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 Assistant makes day to day decisions in relation to prioritising own activities within the parameters set by the Manager.

On site problems, contractual variations, extensions of time and progress claims are dealt with in accordance with delegated authorities.

The role makes decisions and acts independently in relation to routine administrative and clerical duties provided the decisions are in accordance with legislation and Department policy and accord with the plans and priorities of the Directorate.

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Recently completed or currently completing a university course in engineering, architecture, construction management, surveying or other relevant area of study, or similar experience.
- A valid NSW Driver's Licence and willingness to drive to remote locations, which may include overnight stays.
- Employment screening checks, security or other clearances and health assessments.

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
 <p>Personal Attributes</p>	<p>Manage Self</p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> 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
 <p>Relationships</p>	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others 	Intermediate
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> Seek clarification when unsure of work tasks Complete own work tasks under guidance within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks 	Foundational
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> Understand project goals, steps to be undertaken and expected outcomes Plan and deliver tasks in line with agreed project milestones and timeframes Check progress against agreed milestones and timeframes, and seek help to overcome barriers Participate in planning and provide feedback on progress and potential improvements to project processes 	Foundational

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	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
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	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	Foundational