Role Description
Project Officer, Digital

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	Department of Primary Industries / Infrastructure, Investment & Business Excellence / Digital Transformation
Location	Orange
Classification/Grade/Band	Clerk Grade 7/8
Role Number	TBA
ANZSCO Code	224311
PCAT Code	1119192
Date of Approval	Jan 2023 (updated from Jan 2018; March 2019; January 2021)
Agency Website	http://www.dpi.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.

The NSW Department of Primary Industries (NSW DPI) supports the development of ~~profitable~~ stronger primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

DPI Infrastructure, Investment & Business Excellence works across the breadth of DPI and is focused on maximising the utilisation and productivity of the Department's infrastructure portfolio. Through strong partnerships (internal and external) we also identify commercialisation pathways and help shape DPI's future investments, drive innovation and promote world class scientific and research excellence. Our programs focus on transforming our connections with customers through digital, data and excellence in customer service and delivery of assistance programs through the Rural Assistance Authority.

Primary purpose of the role
Undertake activities to enable delivery of digital transformation initiatives and support implementation of the DPI's Digital Strategy to collaboratively deliver exceptional customer experiences, streamline operational efficiency and ensure NSW DPI is fit for the digital future.

Key accountabilities
- Assist in the delivery of digital transformation initiatives for DPI and NSW primary industries, applying Human-Centred Design, Service Design and agile methods to drive digital strategy, transformation and culture.

- Participate in multidisciplinary project teams, undertaking user-centered activities to discover users' pain points, needs and behaviours; synthesise insights and define problems; generate solutions and test and refine with users.
- Actively collaborate across DPI to embed new ways of working, accelerate digital transformation, foster creative thinking and drive operational efficiency.
- Foster relationships with key internal, government and industry stakeholders to capitalise on digital and other innovation opportunities.
- Maintain knowledge and awareness of relevant practices, challenges, industry trends and opportunities to identify, recommend and deliver innovative solutions to optimise business outcomes and best practice.
- Contribute to communication, engagement and advice that is timely, accurate, well researched and relevant to the DPI executive, key industry stakeholders and other clients.
- Contribute to briefing papers, reports, submissions, speeches and presentations to promote the adoption of digital by DPI teams.

Key challenges

- Delivering high quality outcomes, given tight deadlines, limited resources and the need to manage competing priorities
- Encouraging new ways of thinking and working across the organization to enable delivery of ambitious digital transformation and business excellence outcomes
- Providing clear, insightful analysis and advice to a wide range of non-technical audiences

Key relationships

Who	Why
Internal	
Manager	• Discuss priorities and provide regular updates on projects, issues and priorities, proposing solutions and escalating as needed • Receive direction on work planning and priority tasks • Assist in providing expert briefings on new and emerging issues and opportunities
Director Digital Transformation	• Provide support and assistance as required to drive digital strategy, leadership and governance.
Team	• Promote a positive and collaborative culture and actively identifies and embraces customer-centred digital transformation and innovation.
DPI teams	• Working collaboratively with DPI colleagues to deliver customer-centred digital services and advocate for new ways of working
External	
State government agencies and industry stakeholders	• <aintain networks and partnerships to deliver outcomes collaboratively; build ownership and capacity; and better understand different perspectives on critical issues • Deliver presentations and participate in meetings • Exchange information and respond to enquiries

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Role dimensions

Decision making

- Make day to day decisions on own work, priorities and performance; and on project work involving multidisciplinary teams, including advice, guidance and feedback.
- Refer to a supervisor for decisions that require significant change to project outcomes or timeframes; are likely to escalate or create substantial or contentious precedent; require a higher administrative or financial delegation, or submission to a high level of management.

Reporting line

Manager Digital Transformation

Direct reports

Nil

Budget/Expenditure

Authorisation for expenditure of allocated project resources under applicable Departmental delegation

Key Knowledge & Experience

- Understanding of, and/or exposure to, Human-Centred Design, Service Design and/or Agile approaches to project delivery.
- Experience in high quality project delivery and/or coordination, including planning, stakeholder management, risk mitigation and communication to deliver agreed objectives and outcomes.
- Experience in primary industries or related discipline, and/or government context.

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	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	• 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
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate

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	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate
Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	• 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
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate

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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	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational