Role Description
Project Support Officer

Cluster	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Biosecurity and Food Safety / Animal Biosecurity
Location	Orange
Classification/Grade/Band	Clerk Grade 5 / 6
Role Family (internal use only)	Standard / Policy / Delivery
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	July 2021
Agency Website	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 has 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 primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

Primary purpose of the role

The Project Support Officer provides project and administrative support to the team.

Key accountabilities

- Provide support to the Animal Biosecurity team to ensure administration and the flow of work is streamlined with effective outcomes
- Undertake basic research and analysis to contribute to the development of policy initiatives, legislative reviews, programs and services to support inform decision making and planning
- Participate on project teams to evaluate and improve the effectiveness of service delivery and support policy development

- Prepares advice in the form of briefs, policy and discussion papers to respond to Ministerial, Cabinet or Departmental requests
- Support the Animal Biosecurity team in the preparation and coordination of input for responses to urgent briefing requests whilst managing multiple issues
- Provide secretariat and administrative services, including coordinating committee meetings and preparing papers, routine financial transactions and purchasing services, and development of reports as required.

Key challenges

- Developing and maintaining relationships between the Group Director, the Animal Biosecurity team and with key internal and external stakeholders to ensure effective coordination of assessment advice and policy development and providing positive and effective customer service
- Contributing to the development of policy proposals and providing policy and regulatory advice on issues that are complex, sensitive or technical and need to consider a range of sector, Government and community issues in the policy making process
- Communicating with a range of stakeholders including senior representatives of industry and government given the diversity of communication channels and styles that need to be employed

Key relationships

Who	Why
Internal	
Group Director / Manager Animal Biosecurity Programs	• Contribute to business planning, briefings and advice on projects and/or issues, and workflow management
Team Leaders	• Contribute to business planning, briefings and advice on projects and/or issues, and workflow management • Participate in meetings to represent work group perspective and share information about day to day and medium to long term issues
Other staff	• Support a collaborative approach in meeting the Animal Biosecurity Branch and objectives • Ensure input into planning policy and biosecurity solutions is based on sound technical advice and solid evidence • Ensure staff are coordinated in their input to policy and reporting requirements
External	
Stakeholders including industry	• Liaise with stakeholders as necessary to seek input to policy development
Government agencies and stakeholder groups	• Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, and engagement • Participate as required in working groups and advisory committees to assist the work of the Branch

- Liaise with agencies on the Branch's input to project planning and reporting

Role dimensions

Decision making

- The role has a moderate level of autonomy and is fully accountable for independent completion of tasks. They refer to the supervisor for any decisions that require significant deviation from agreed outcomes or timeframes; are likely to escalate or create substantial or contentious precedent; require a higher administrative or financial delegation, or submission to a higher level of management.
- Exercises discretion in the approach and content of information, advice and recommendations provided
- In consultation with Managers and other officers, provides content for advice and information in response to questions, or for Ministerial correspondence, briefs, submissions and reports

Reporting line

Manager Animal Biosecurity Programs

Direct reports

Nil

Budget/Expenditure

Nil

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.
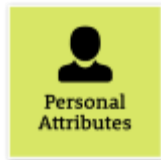
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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**
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	• Behave in an honest, ethical and professional way • Build understanding of ethical behaviour	Foundational

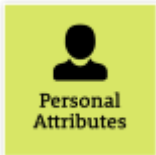|			
Personal Attributes		• Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation • Speak out against misconduct and illegal and inappropriate behaviour • Report apparent conflicts of interest	
	Manage Self Show drive and motivation, an ability to self-reflect 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	• 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	Intermediate
	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
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	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	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational

Business Enablers	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