Role Description
Project Support Officer

Agency	NSW Department of Education
Division/Branch/Unit	School Workforce – People Group
Location	Parramatta
Classification/Grade/Band	Clerk Grade 5/6
Role Number	237238, 240423, 240424
ANZSCO Code	511112
PCAT Code	1112292
Date of Approval	February 2022
Agency Website	https://education.nsw.gov.au/

Agency Overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

The Teacher Supply and Workforce Strategy branch leads and coordinates critical workforce strategies and projects for the Department, ensuring alignment with departmental reform directions, enhancing cross-divisional work and stakeholder engagement, and managing consistent reporting to Executive and responsible Ministers. The branch was established in response to an increased number of workforce reform initiatives and executive priority projects in School Workforce including boosting the supply of quality teachers.

Primary purpose of the role

The Project Support Officer undertakes a range of project and policy research, analysis, reporting, implementation and administrative activities to support the development and delivery of strategies and projects, in line with established project plans and objectives. The Project Support Officer will provide administrative support across a number of projects, collaborate with various stakeholders, and support the formulation of policy advice and recommendations to contribute to the development of policies and programs that support Department and/or Government commitments.

Key accountabilities

- Provide policy, 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 meetings and preparing papers, to support project management delivery
- Contribute to the preparation of draft correspondence, papers, and minutes to support the development of policy initiatives
- Respond to routine policy and project queries to provide consistent advice and information

Key challenges

- Delivering multiple project support activities in line with agreed standards and objectives, given tight deadlines and competing demands and priorities
- Assisting the team to manage complex and politically sensitive matters in a high profile environment
- Support the team to work collaboratively across different teams to deliver quality work in a fast paced environment

Key relationships

Who	Why
Internal	
Manager	- 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	- Report to and provide updates on project status - Respond to enquiries - Coordinate meetings and activities

Role dimensions

Decision making

This role will be required to escalate risks and issues when they arise, and make decisions to ensure competing day-to-day work priorities are managed appropriately.

Reporting line

The Project Support Officer reports to a Manager in the Teacher Supply and Workforce Strategy Team, and will work across a number of projects with different managers and team members.

Direct reports

Nil

Budget/Expenditure

N/A

Essential requirement

- Tertiary qualifications or relevant experience in Human Resource Management, Project Management, Policy or a relevant discipline.

- National Criminal History Record Check.

- Knowledge of and commitment to implementing the Department's Aboriginal Education Policy and upholding the Department's Partnership Agreement with the NSW AECG and to ensure quality outcomes for Aboriginal people.

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	**Work Collaboratively**	• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep the team and supervisor informed of work tasks • Use appropriate approaches, including digital technologies, to share information and collaborate with others	Foundational
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
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
Results	**Demonstrate Accountability**	- Take responsibility for own actions - Be aware of delegations and act within authority levels - Be aware of team goals and their impact on work tasks - Follow safe work practices and take reasonable care of own and others' health and safety - Escalate issues when these are identified - Follow government and organisational recordkeeping requirements	Foundational
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
	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	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	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	Intermediate
	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	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational