

Role Description

Senior Project Officer

Digital



Department of
Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	DPI / Infrastructure, Investment & Business Excellence / Digital Transformation
Location	Orange
Classification/Grade/Band	Clerk Grade 9 /10
Role Family <i>(internal use only)</i>	Bespoke / Information and Communication Technology / Deliver
ANZSCO Code	511112
PCAT Code	111592
Date of Approval	13 Jan 2023 (updated from May 2019; Sep 2020; June 2021; Sept 2022)
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.

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

Manage delivery of digital transformation initiatives and support implementation of 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

- Deliver digital transformation initiatives for DPI, applying Human-Centred Design, Service Design and agile methods to drive digital strategy, transformation and culture.
- Apply strategic and creative thinking to understand user needs, deliver high quality projects and maximise business outcomes .
- Develop and deliver engaging communications that are impactful and drive cultural change.
- Collaborate and communicate with influence across the business to embed new ways of working, accelerate digital transformation, foster creative thinking and drive operational efficiency.
- Advocate for best practice project management and ensure knowledge sharing to support continuous improvement and development of digital skills across the organisation.
- Engage effectively to identify and harness opportunities to increase understanding, build capability and enable adoption of digital and data across DPI and industry.
- Liaise within DPI, the broader cluster and across government to ensure alignment of digital projects.
- Prepare and provide briefing papers, reports, submissions and presentations to promote the adoption of digital by DPI teams.

Key challenges

- Delivering high quality project outcomes efficiently to meet rapidly growing demand for digital across the business.
- Providing and communicating clear, insightful analysis and advice to a wide range of non-technical audiences.
- Influencing new ways of thinking and working across the organisation to enable delivery of ambitious digital transformation and drive digital culture.
- Maintaining currency in digital technologies and new methodologies.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Discuss priorities and provide regular updates on key issues and opportunities• Work together to plan and prioritise work tasks
Director Digital Transformation	<ul style="list-style-type: none">• Support development of digital strategy, leadership and governance
Team	<ul style="list-style-type: none">• Promote a positive and collaborative culture that actively identifies and embraces customer-centred digital transformation and innovation
DPI staff	<ul style="list-style-type: none">• Working collaboratively with DPI colleagues to deliver customer-centred digital services and advocate for new ways of working
External	
State government agencies	<ul style="list-style-type: none">• Maintain networks and partnerships to deliver outcomes collaboratively; build ownership and capacity; and better understand different perspectives on critical issues

Role dimensions

Decision making

- Make day to day decisions on his/her own work, and on project work involving multi-disciplinary 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 higher 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 and experience

- Experience in applying human-centred design, service design and/or agile project delivery approaches.
- Experience in applying engaging and impactful communications strategies and skills to drive cultural change.
- Experience in primary industries or related discipline, and/or government context.

Essential requirements

- Valid Australian driver's licence and an ability to travel within NSW, including regional and rural areas

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	<ul style="list-style-type: none"> • 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	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • 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
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units 	Adept



		<ul style="list-style-type: none"> • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	
 <p>Results</p>	<p>Think and Solve Problems</p> <p>Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements • Implement systems and processes that are underpinned by high-quality research and analysis • Look for opportunities to design innovative solutions to meet user needs and service demands • Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	<p>Advanced</p>
	<p>Demonstrate Accountability</p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that own actions and those of others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety • Conduct and report on quality control audits • Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	<p>Adept</p>
 <p>Business Enablers</p>	<p>Technology</p> <p>Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes 	<p>Adept</p>



	<ul style="list-style-type: none"> • Monitor compliance with the organisation's records, information and knowledge management requirements 	
<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Prepare and review project scope and business cases for projects with multiple interdependencies • Access key subject-matter experts' knowledge to inform project plans and directions • Design and implement effective stakeholder engagement and communications strategies for all project stages • Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans and minimise impact • Manage transitions between project stages and ensure that changes are consistent with organisational goals • Participate in governance processes such as project steering groups 	Advanced

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	Adept
	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	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept

 <p>Results</p>	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
 <p>Business Enablers</p>	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate