

Role Description

Project Support Officer



**Regional
NSW**

Cluster	Regional NSW
Agency	Department of Regional NSW
Division	Public Works Advisory and Soil Conservation Service
Location	Various
Classification/Grade/Band	Staff Grade 5/6
Kind of Employment	Ongoing
Role Number	Generic Position across Public Works Advisory
ANZSCO Code	531111
PCAT Code	1132292
Date of Approval	JE Ref: INCOB0048472797 April 2017 (updated April 2020)
Agency Website	www.drnsnsw.nsw.gov.au or www.publicworks.nsw.gov.au

Agency overview

The Department of Regional NSW is the central agency 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

Provide and assist in a range of high-quality project support services in order to contribute to the efficient delivery of program and project management operations and service delivery

Key accountabilities

- Provide and/or manage a range of project functions to contribute to the efficient operation of the office.
- Interpret and implement standards, policies and procedures in order to provide professional advice and information to staff, management and clients.
- Provide assistance in one or more of the following functions:

- Resources Management
- Finance Management
- Assets Management
- Contract & Procurement Management
- Records Management
- Business Development
- Maintain knowledge of current relevant legislation, policies, procedures and guidelines to ensure the compliance with regulatory requirements.
- Ensure technical knowledge of the ERP operating and reporting system to support the business needs.
- Train staff on policies, procedures and business systems in order to contribute to the efficient, effective and compliant operation of the business.

Key challenges

- Planning and prioritising work in a high-volume business environment to meet conflicting and critical deadlines with minimal input from line manager while contributing to the team environment and adapting to changing priorities as needed.
- Taking responsibility for the provision of high quality, accurate and timely advice to management and staff whilst maintaining compliance and consistency with departmental policy and procedures and legislative requirements and using plain English and good communication skills.
- Managing a project and/or business support team including oversight, development, motivation and appraisal of staff team performance in a high-volume work-flow.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise, receive guidance and instructions. • Provide advice on business support processes
Work team	<ul style="list-style-type: none"> • Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes. • Participate in meetings to share information and provide input on issues.
Clients/customers	<ul style="list-style-type: none"> • Monitor, address and/ or escalate requests - identify needs, gather information, communicate services and redirect, escalate or resolve issues.
External	
Customers/Suppliers	<ul style="list-style-type: none"> • Respond to queries, identify needs gather information, communicate services and redirect, escalate or resolve issues.
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> • Coordinate and monitor the supply of goods and services

Role dimensions

Decision making

The role is:

- accountable for the delivery of work assignments to expectations in terms of quality, deliverables and outcomes;
- refers to the supervisor for decisions that involve change to processes, 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;
- collaborates and consults with team members to achieve business objectives.

Reporting line

Refer to the relevant business unit organisational chart.

Direct reports

This position may have direct reports. Refer to the relevant business unit organisational chart.

Budget/Expenditure

As per the DRNSW and PWA delegations manuals

Essential requirements


- Tertiary qualifications and/or relevant industry experience in office administration, human resources, management or related discipline.
- Strong interpersonal and communication skills including the ability to compose correspondence, reports and briefings.
- Strong knowledge and experience in Microsoft applications including outlook, excel, PowerPoint and word.
- Current NSW Driver Licence and willingness to drive to and work in remote locations which may include overnight stays.
- Evidence of the COVID-19 vaccination must be provided upon commencement of employment. This is a condition of engagement should you be successfully appointed to a position within the Department of Regional NSW (which includes Local Land Services and the Soil Conservation Service).

Capabilities for the role





The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
	Display Resilience and Courage	Adept
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Foundational

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Adept	<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 Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay 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 Co-operate across work areas to improve outcomes for customers

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> Understand the team/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 impact on the achievement of team/unit goals Accommodate and respond with initiative to changing priorities and operating environments
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> Develop team/unit plans that take into account team capability and strengths Plan and monitor resource allocation effectively to achieve team/unit objectives Ensure team members work with a good understanding of business principles as they apply to the public sector context Participate in wider organisational workforce planning to ensure the availability of capable resources