

# Role Description

## Senior Project Officer



Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Various
Position Description no	10080-01
Classification/Grade/Band	TAFE Worker Level 9
Senior executive work level standards	Not Applicable
ANZSCO Code	511112
PCAT Code	1229192
Date of Approval	October 2017
Agency Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>

### Agency overview

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

### Primary purpose of the role

This position is responsible for the project planning and delivery of major teaching and learning projects in consultation with stakeholders ensuring that the project is delivered on time, within budget and to quality and regulatory expectations.

## Key accountabilities

1. Manage and oversee all aspects of individual project planning, development and implementation to ensure outcomes are achieved on time, on budget, to quality standards and within agreed scope.
2. Establish and maintain stakeholder relationships through effective communication, negotiation and issue management to engage Teams and other stakeholders and ensure project deliverables are met.
3. Monitor and evaluate all aspects of project implementation, including risk and contingency management, benefits realisation, project impact and quality measures, to identify and address issues, assess project progress and effectiveness, and achieve outcomes.
4. Provide regular reports to the Project Manager on project related activities, compliance, governance and quality issues and seek leadership on complex or escalated issues to successfully deliver on milestones and goals.
5. Conduct research and formulate recommendations to support evidence based project planning and decision making.
6. Provide advice and information to stakeholders on emerging project issues and to support project development and delivery in line with established plans, budgets, time frames and policy objectives.
7. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
8. Place the customer at the centre of all decision making.
9. Work with the Line Manager to develop and review meaningful performance management and development plans.

## Key challenges

- Guiding project resources through complex challenges with numerous internal and external stakeholders with potentially competing objectives.
- Maintaining scope and results focus within a business environment undertaking a range of significant initiatives.
- Consulting and negotiating with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.

## Key relationships

### Internal

Who	Why
Line Manager	<ul style="list-style-type: none"> <li>• Receive leadership, direction and support.</li> <li>• Provide advice and expertise as required, gain relevant approvals, report on programs status and outcomes.</li> </ul>
General Manager's, Project Managers, Program Directors	<ul style="list-style-type: none"> <li>• Escalate Issues, keep informed and advise and receive instructions.</li> <li>• Determine dependencies and priorities, coordinate activities, advise changes to timelines</li> </ul>
Internal Stakeholders	<ul style="list-style-type: none"> <li>• Develop and maintain relationships with internal stakeholders ensuring outcomes are achieved.</li> <li>• Collect and prioritise requirements, to inform strategies and plans.</li> </ul>
Business Partners and other regional project staff	<ul style="list-style-type: none"> <li>• Collaborate to identify best of breed tools, techniques and processes, ensuring implementation meets needs.</li> <li>• Collaborate to ensure consistency of approach, leveraging of existing materials and sharing own methodologies and learnings.</li> </ul>

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Project Teams	<ul style="list-style-type: none"> <li>• Support the project teams, work collaboratively to contribute to achieving outcomes.</li> <li>• Participate in meetings to represent work group perspective and share information.</li> <li>• Participate in discussions and decisions regarding implementation of innovation and best practice methodologies.</li> </ul>
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## External

Who	Why
Customers/vendors/stakeholders	<ul style="list-style-type: none"> <li>• Develop and maintain relationships with external stakeholders that may impact on achieving our business priorities.</li> </ul>

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## Role dimensions

### Decision making

- Makes decisions on complex and sensitive issues that are based on professional judgment, evaluating risks and in the context of a complex and changing environment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

### Reporting line

Project Manager

### Direct reports

Nil

### Budget/Expenditure

TBA

## Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Degree qualification in related field or equivalent skills, knowledge and experience.
3. Demonstrated sound project management skills and experience and the ability to plan, lead and deliver complex implementation activities.
4. High level planning and analytical skills along with the ability to address specific challenges.

## 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.

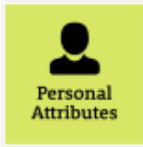
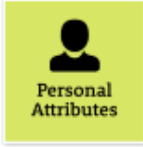
The capabilities are separated into focus capabilities and complementary capabilities

## 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	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	10. Be flexible, show initiative and respond quickly when situations change 11. Give frank and honest feedback and advice 12. Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately 13. Raise and work through challenging issues and seek alternatives 14. Remain composed and calm under pressure and in challenging situations	Adept
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	15. Represent the organisation in an honest, ethical and professional way and encourage others to do so 16. Act professionally and support a culture of integrity 17. Identify and explain ethical issues and set an example for others to follow 18. Ensure that others are aware of and understand the legislation and policy framework within which they operate 19. Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept



### Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

20. Present with credibility, engage diverse audiences and test levels of understanding
21. Translate technical and complex information clearly and concisely for diverse audiences
22. Create opportunities for others to contribute to discussion and debate
23. Contribute to and promote information sharing across the organisation
24. Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
25. Explore creative ways to engage diverse audiences and communicate information
26. Adjust style and approach to optimise outcomes
27. Write fluently and persuasively in plain English and in a range of styles and formats

Advanced



### Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

28. Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
29. Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
30. Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
31. Seek contributions and ideas from people with diverse backgrounds and experience
32. Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
33. Identify and share business process improvements to enhance effectiveness

Adept



## Project Management







Understand and apply effective planning, coordination and control methods






34. Prepare and review project scope and business cases for projects with multiple interdependencies
35. Access key subject-matter experts' knowledge to inform project plans and directions
36. Design and implement effective stakeholder engagement and communications strategies for all project stages
37. Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
38. Develop effective strategies to remedy variances from project plans and minimise impact
39. Manage transitions between project stages and ensure that changes are consistent with organisational goals
40. Participate in governance processes such as project steering groups

## 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.

Capability group/sets	Capability name	Description	Level
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	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

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	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	Intermediate