

Role Description

Project Support Officer



Cluster	Regional NSW
Agency	Department of Regional NSW
Division / Branch / Unit	Public Works Advisory and Regional Development
Location	State of NSW
Classification / Grade / Band	A&C Clerk Grade 3/4
Kind of Employment	Ongoing / Temporary
Role Number	TBA
ANZSCO Code	511112
PCAT Code	1127292
Date of Approval	14/02/2018 (updated April 2020)
Agency Websites	www.drnsw.nsw.gov.au

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is 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.

Primary purpose of the role

Provide and assist in a range of project support functions in order to contribute to the efficient delivery of program and project management operations and service delivery across PWA.

Key accountabilities

- Provide project assistance in one or more of the following functions; Project Management, Assets Management, Records Management, Finance Management, Contract Management & Procurement Management.
- Collect and compile information for, and prepare documentation and correspondence in line with organisational requirements to support information flow and inform decision making.
- Maintain knowledge of current relevant legislation, policies, procedures and guidelines to ensure the compliance with regulatory requirements.
- Update and maintain records and databases complying with systems and processes to ensure that all information is accurate, stored correctly and accessible.
- Provide a professional first point of contact with clients, both internal and external, by responding to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate and timely information.

Key challenges

- Delivering multiple project support activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.
- 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.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> ▪ Escalate issues, keep informed, advise, receive guidance and instructions
Work Team	<ul style="list-style-type: none"> ▪ Inspire and motivate team, provide direction and manage performance ▪ Encourage team members to work collaboratively to achieve business outcomes ▪ Guide, support, coach and mentor team members ▪ Review work and proposals of team members ▪ Represent work group perspective and share information ▪ Lead discussions and decisions regarding..... ▪ Lead meetings to obtain work group perspective and share information ▪ Support team members and work collaboratively to contribute to achieving the teams business outcomes ▪ Participate in meetings to share information and provide input on issues
Internal Stakeholders	<ul style="list-style-type: none"> ▪ Liaise with internal stakeholders to achieve the delivery of professional, high quality and timely customer service.
External	
External Vendors/ Service Providers	<ul style="list-style-type: none"> ▪ Contact to provide and gather information and resolve routine issues.
External Clients	<ul style="list-style-type: none"> ▪ Monitor provision of service and billing to ensure compliance with contracts and service agreements

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 manager's 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 Formal delegations in line with the DFSI Delegations Manual.

Reporting Line

Refer to the relevant business unit organisational chart

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
 <p>Personal Attributes</p>	<p>Manage Self</p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<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 Stay motivated when tasks become difficult 	Intermediate
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> 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
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> 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
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> 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	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	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	Foundational
	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational