

# Role Description

## Program Coordinator

Cluster	Department of Regional NSW
Agency	Local Land Services
Division/Branch/Unit	Soil Conservation Service
Classification/Grade/Band	Departmental Officer Grade 9/10
Role Family	Projects & Programs
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	Dec 2017 (updated June 2020)
Agency Website	<a href="http://www.lls.nsw.gov.au">http://www.lls.nsw.gov.au</a>

### Agency overview

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

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Service.

### Primary purpose of the role

Working in a competitive commercial environment this role will lead a diverse team of environmental project managers to deliver activities across a range of natural resource and/or civil consulting projects to industry stakeholders and clients.

### Key accountabilities

- Promote, manage and market a successful commercial consulting business in line with Soil Conservation (SCS) profit targets as determined by the executive team and SCS business plan.
- Identify client needs and actively seek environmental projects to maintain a market share of work within the capabilities of the team. Oversee the operations of a team of professionals ensuring projects are allocated in accordance with individual competencies and equitable workloads.
- Prepare reports and review those prepared by team members, ensuring technical and presentation standards meet SCS and client expectations.
- Establish and manage project teams, ensuring compliance with governance and quality requirements, to successfully deliver all key project/s milestones and outcomes
- Prepare detailed technical reports and plans and be able to implement projects following specifications and technical drawings prepared in-house or by third parties.

- Prepare and review contracts and tender documents.
- Appraise the performance of team members in line with KPIs and provide feedback and counsel and facilitate program development.
- Operate within the SCS's Integrated Management System framework. (Suggested content) Prepare and maintain project documentation, source and collate information for reporting as required by the SCS Integrated Management System, monitoring and evaluation purposes to contribute to the achievement of project outcomes.

## Key challenges

- Establish networks and develop effective partnerships with industry stakeholders and clients and win commercial contracts in natural resource management and/or civil construction.
- Provide practical solutions to a diverse range of natural resource management problems/issues and deliver beneficial outcomes to clients on a fee-for-service basis.
- Ensure projects are set up and run using the SCS Integrated Management System (IMS) standards and procedures and are completed on time, to specification and within budget.

## Key relationships

Who	Why
<b>Internal</b>	
Area Manager and Senior Management	<ul style="list-style-type: none"> <li>• Collaborate on the allocation of resources to deliver efficiencies in service delivery</li> <li>• Provide technical advice, lessons learnt and solutions</li> <li>• Contribute to business leadership within the SCS management team</li> </ul>
Project Managers and Project support staff	<ul style="list-style-type: none"> <li>• Provide advice and support in the delivery of a consultancy service which involves the planning, design, costing, implementing and managing a range of environmental and/or civil consulting projects.</li> </ul>
<b>External</b>	
Stakeholders/Clients	<ul style="list-style-type: none"> <li>• Liaise on a regular basis with clients, other stakeholders involved in projects.</li> </ul>

## Role dimensions

### Decision making

Responsible for making decisions relating to the management of a range of environmental and/or civil consulting projects.

### Reporting line

Area Manager

### Direct reports

Team of approximately 10-12

### Budget/Expenditure

Financial delegation for expenditure of \$5,000.00

## Essential requirements

- Tertiary qualifications in a relevant field or equivalent level of knowledge and experience.
- Current NSW driver's licence.
- Specialist knowledge and experience in assessment, design and implementation of natural resource management and/or civil construction techniques and practices.
- Solid understanding of and commitment to the SCS's IMS procedures or similar IMS's.

## 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>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
 Results	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Be proactive in taking responsibility and being accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about own and others' application of these practices</li> <li>• Be aware of risks and act on or escalate risks, as appropriate</li> <li>• Use financial and other resources responsibly</li> </ul>	Intermediate

## FOCUS CAPABILITIES






Capability group/sets	Capability name	Behavioural indicators	Level
<div> Business Enablers</div>	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"><li>• Understand all components of the project management process, including the need to consider change management to realise business benefits</li><li>• Prepare clear project proposals and accurate estimates of required costs and resources</li><li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li><li>• Identify and evaluate risks associated with the project and develop mitigation strategies</li><li>• Identify and consult stakeholders to inform the project strategy</li><li>• Communicate the project’s objectives and its expected benefits</li><li>• Monitor the completion of project milestones against goals and take necessary action</li><li>• Evaluate progress and identify improvements to inform future projects</li></ul>	Adept
<div> People Management</div>	<b>Manage and Develop People</b> Engage and motivate staff, and develop capability and potential in others	<ul style="list-style-type: none"><li>• Collaborate to set clear performance standards and deadlines in line with established performance development frameworks</li><li>• Look for ways to develop team capability and recognise and develop individual potential</li><li>• Be constructive and build on strengths by giving timely and actionable feedback</li><li>• Identify and act on opportunities to provide coaching and mentoring</li><li>• Recognise performance issues that need to be addressed and work towards resolving issues</li><li>• Effectively support and manage team members who are working flexibly and in various locations</li><li>• Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected</li><li>• Consider feedback on own management style and reflect on potential areas to improve</li></ul>	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
 <b>Personal Attributes</b>	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	Adept
 <b>Relationships</b>	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 <b>Results</b>	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Advanced
 <b>Business Enablers</b>	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	Adept
 <b>People Management</b>	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate