Role Description
Project Assurance Officer

Cluster	Regional NSW
Agency	Department of Regional NSW
Group/Division/Branch	DPI/ Biosecurity & Food Safety
Location	Orange
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	2 September 2016 (Updated November 2020)
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.

Within NSW DPI, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk-based approach to policy and compliance and provides regional engagement and coordination in response to emergency incidents impacting primary industries and the food sector.

Primary purpose of the role

The Project Assurance Officer performs project management and support activities to contribute to the development and delivery of a range of projects and ensures that projects are in line with established objectives and standards.

Key accountabilities

- Provide a range of project management and support services, including preparation of reports and briefs, coordinating resources, maintaining project documentation and implementing and monitoring project plans, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope, in line with established agency project management methodology
- Prepare and maintain project documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of project outcomes

- Communicate with key stakeholders and coordinate working groups, committees and consultations to facilitate exchange of information and support project completion in line with project plans
- Source, collate and compile data and information to identify emerging issues and track and report on project progress against established milestones and deliverables
- Undertake research and analysis, identifying trends and preparing project briefs, to support informed decision-making and planning

Key challenges

- Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities

Key relationships

Who	Why
Internal	
Manager	- Provide advice and contribute to decision making regarding projects and issues - Escalate issues and propose solutions - Receive guidance and provide regular updates on projects, issues and priorities
Project Team	- Guide, support, coach and mentor team members - Support team members and work collaboratively to contribute to achieving team outcomes.
Stakeholders	- Develop and maintain effective relationships and open channels of communication - Exchange information and respond to enquiries
External	
Stakeholders	- Develop and maintain effective relationships and open channels of communication - Exchange information and respond to enquiries

Role dimensions

Decision making

This role:
- works in partnership with the program coordinator and team members to determine the day-to-day tasks and priorities.
- prioritises and performs tasks in consultation with the program leaders and team members.

Reporting line

Manager, Major Operational Policy and Legislation

Direct reports

Nil

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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.

Capability group/sets	Capability name	Behavioural indicators	Level
FOCUS CAPABILITIES			
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• 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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• 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	Adept

		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	
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• 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
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	Adept
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be	Intermediate

		vigilant about own and others' application of these practices	
		• Be aware of risks and act on or escalate risks, as appropriate	
		• Use financial and other resources responsibly	
Business Enablers	**Project Management** Understand and apply effective planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits	Adept
		• Prepare clear project proposals and accurate estimates of required costs and resources	
		• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements	
		• Identify and evaluate risks associated with the project and develop mitigation strategies	
		• Identify and consult stakeholders to inform the project strategy	
		• Communicate the project's objectives and its expected benefits	
		• Monitor the completion of project milestones against goals and take necessary action	
		• Evaluate progress and identify improvements to inform future projects	

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
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	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

	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
Results			

	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	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

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