Role Description
Project Support Officer

Agency	Department of Primary Industries and Regional Development
Division / Branch / Unit	NSW Public Works
Location	Various
Classification / Grade / Band	Clerk Grade 3/4
ANZSCO Code	511112
PCAT Code	1127292
Date of Approval	14/02/2018 (updated April 2020, August 2024)
Agency Websites	www.dpird.nsw.gov.au or www.publicworks.nsw.gov.au

Agency overview

The Department of Primary Industries and Regional Development (DPIRD) is the department dedicated to growing primary industries and supporting regional economic development to deliver long term benefits to the state. Our focus is to protect, support and develop our primary industries, mining sector, and regions.

DPIRD brings together Agriculture and Biosecurity; Forestry and Fishing; Local Land Services; NSW Resources; Regional Development and Delivery; the Regional Growth NSW Development Corporation; NSW Public Works and Soil Conservation Service. We have nearly 5,000 employees, with almost 80 per cent living and working in regional NSW.

NSW Public Works plays a significant role in the development of our state, our regions, and our infrastructure and associated industries, by supporting local and state government agencies to deliver critical infrastructure initiatives. We do this by providing expert advisory services; planning, design and delivery management; sustainability, asset management and support services. Our work is in community facilities, hospitals, dams, water treatment plants, housing 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.

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 NSW Public Works.

Key accountabilities

Provide project assistance in one or more of the following functions:
- Finance Management,
- Contract and Procurement Management,
- Assets Management,
- Resources Management,
- Records Management.

- Collect and compile information and prepare documentation and correspondence in line with quality and organisational requirements to support information flow and inform decision making.
- Complete routine financial transactions and purchasing services, ensuring compliance with agency standards and procedures.
- Provide a professional first point of contact with clients and suppliers by responding to enquiries, and escalate and redirect issues as required, to ensure the provision of accurate and timely information
- 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.

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	- Escalate issues, keep informed, advise, receive guidance and instructions
Work Team	- Participate in meetings, share information, and provide input on issues - Support team members and work collaboratively to contribute to achieving the team's business outcomes - Participate in meetings to share information and provide input on issues
Internal Stakeholders	- Liaise with internal stakeholders to achieve the delivery of professional, high quality and timely customer service.
External	
External Vendors/ Service Providers	- Contact to provide and gather information and resolve routine issues.
External Clients	- 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.

Reporting Line

Finance Manager

Direct reports

Nil

Budget/Expenditure

The position needs to work within negotiated and agreed budget parameters as per the DPIRD / NSW PW

Delegations Manuals

Knowledge and Experience

- Good interpersonal and communication skills.
- Strong knowledge and experience in Microsoft applications including Outlook, Excel, Word.

Essential Requirements

- Tertiary qualifications and/or relevant industry experience in finance management, human resources, or related discipline.
- Current NSW Driver Licence and willingness to drive to and work in remote locations which may include overnight stays.

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

	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• 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
	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
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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

	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and 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 affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	• 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.

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	Foundational
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
Personal Attributes	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
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

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