

Role Description

Master Scheduler



Agency	NSW Electoral Commission
Division/Branch/Unit	Elections Programme
Role number	P00756
Classification/Grade/Band	Grade 11/12
ANZSCO Code	511112
PCAT Code	1137292
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Agency Website	https://www.elections.nsw.gov.au/

Agency overview

The New South Wales Electoral Commission exists to deliver trusted and independent systems, processes, oversight and engagement that support democracy in New South Wales.

Our vision is to maintain confidence in the integrity of the democratic process and make it easy for people to understand and participate.

Our work includes:

- running elections
- communicating with and engaging the public
- providing trusted processes for political participants (including candidates, parties, donors, third-party campaigners, lobbyists and associated entities) to comply with their legal obligations, and regulating their compliance
- supporting transparency by overseeing and publishing disclosures of political donations and expenditure and registers of political parties, candidates, agents, third-party campaigners, political lobbyists and associated entities; advising on and advocating for improvements to legislation
- investigating possible offences and enforcing electoral laws.

Responsibility for these functions is divided under legislation between the 3-member NSW Electoral Commission (an independent statutory body) and the NSW Electoral Commissioner (an independent statutory officer). Our staff are employed in the NSW Public Service under the *Government Sector Employment Act 2013*. The head of our staff agency is the NSW Electoral Commissioner, who is also an *ex officio* member of the NSW Electoral Commission.

The NSW Electoral Commission and Electoral Commissioner exercise their functions independently and are accountable to the NSW Parliament, through its Joint Standing Committee on Electoral Matters, with respect to the administration of elections and the regulation and enforcement of electoral and lobbying laws.

Our four Divisions - Elections, Funding, Disclosure, Compliance and General Counsel, Information Services and Corporate - collaborate closely, to enable us to deliver end-to-end democratic processes and effective engagement with our stakeholders and audiences.

Our strong and positive working culture is reflected in our organisational behaviours - Collaborative, Customer-centred; Solution focused, Transparent and Responsive - and anchored in the NSW Public Service values of Integrity, Trust, Service and Accountability.

Primary purpose of the role

Reporting to the Elections Programme Manager, as a key member of the Programme Management Office (PMO) for major State-wide elections, the Master Scheduler applies effective project scheduling principles within an existing framework. They ensure that the programme and associated project schedules are complete, predictable, and transparent in collaboration with multiple stakeholders to give confidence to executive decision making and the achievement of organisational objectives.

Key accountabilities

- Develop, analyse, and maintain Master Programme Schedules, including the critical path and critical interdependencies to support strategic decision making and reporting on a major programme.
- Engage, coach, advise and resolve schedule and scope issues across a wide range of stakeholders and Project Managers in development and maintenance of programme and related project schedules.
- Assist project managers with managing their key dependencies in (KDI's) and key dependencies out (KDO's) across the suite of project schedules within the programme
- Monitor and analyse project schedule logic and status, ensuring currency and scope changes and slippages are updated in the schedule.
- Develop and report a consolidated view of the key milestones across the programme with a clear critical path identified.
- Assess schedules of external suppliers in collaboration with other staff to provide confidence of completeness and ability to deliver.
- Encourage development of Project Managers within the programme in line with existing and updated frameworks and improvement processes related to scheduling in particular.
- Encourage collaboration and information sharing across the programme and wider organisation.

Key challenges

- Ensuring continual schedule visibility and ability to deliver in an environment with immovable deadlines.
- Encouraging effective collaboration between Project Managers supporting highly interdependent projects within a programme.
- Reporting in a clear and effective manner to enable executive to make timely and informed decisions.
- Early identification of delivery risks and provide remediation actions.

Key relationships

Who	Why
Internal	
Programme Manager	<ul style="list-style-type: none">• Support delivery of programme through clearly understandable and transparent scheduling practice.• Provide advice and recommendations on options available within scheduling constraints.
Project Managers	<ul style="list-style-type: none">• Support project management and project scheduling within the programme aligned to delivery of objectives and to the standards and practices of the organisation.

Who	Why
	<ul style="list-style-type: none"> Encourage and foster collaboration and communication between Project Managers within the programme.
Executive	<ul style="list-style-type: none"> Provide with clear information related to programme scheduling and any associated risks and issues, ideally with options to resolve.
Enterprise PMO team	<ul style="list-style-type: none"> Collaborate and encourage a culture of learning and continual improvement, aligned to standards and practices.
External	
Vendors/Service Providers to NSWEC projects	<ul style="list-style-type: none"> Assess and validate the accuracy and completeness of schedules within the programme. Ensure progress is appropriately reflected in internal project and programme schedules.

Role dimensions

Decision making

The PMO Master Scheduler is responsible for the overall accuracy of the programme schedule. Decisions are made in the context of programme goals and deadlines, as well as current scheduling practice. Guidance is sought from the Programme Manager or Enterprise PMO in relation to particularly complex or sensitive areas.

Reporting line

Programme Manager

Direct reports

N/A

Budget/Expenditure

N/A

Key knowledge and experience

Significant experience in project management, advanced scheduling and providing scheduling oversight, support, and guidance within the programme.

Experience working with programme and project management and related toolsets.

Proven track record in working with multiple streams and stakeholders with immovable deadlines.

Essential requirements

Politically neutral with no affiliation to political parties or lobbyists/campaigners.

Satisfactory Criminal Record check result.

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Remain composed and calm and act constructively in highly pressured and unpredictable environments• Give frank, honest advice in response to strong contrary views• Accept criticism of own ideas and respond in a thoughtful and considered way• Welcome new challenges and persist in raising and working through novel and difficult issues• Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues	Advanced
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way and encourage others to do so• Act professionally and support a culture of integrity• Identify and explain ethical issues and set an example for others to follow• Ensure that others are aware of and understand the legislation and policy framework within which they operate• 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	<ul style="list-style-type: none">• Present with credibility, engage diverse audiences and test levels of understanding• Translate technical and complex information clearly and concisely for diverse audiences	Advanced


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Create opportunities for others to contribute to discussion and debate Contribute to and promote information sharing across the organisation Manage complex communications that involve understanding and responding to multiple and divergent viewpoints Explore creative ways to engage diverse audiences and communicate information Adjust style and approach to optimise outcomes Write fluently and persuasively in plain English and in a range of styles and formats 	
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Encourage a culture that recognises the value of collaboration Build cooperation and overcome barriers to information sharing and communication across teams and units Share lessons learned across teams and units Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Adept
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relationships with internal and external stakeholders Anticipate and minimise conflict 	Adept
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> 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 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> 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 	
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> Understand the links between the business unit, organisation and the whole-of-government agenda Ensure business plan goals are clear and appropriate and include contingency provisions Monitor the progress of initiatives and make necessary adjustments Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately Consider the implications of a wide range of complex issues and shift business priorities when necessary Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning 	Advanced
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements Implement systems and processes that are underpinned by high-quality research and analysis Look for opportunities to design innovative solutions to meet user needs and service demands 	Advanced

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Evaluate the performance and effectiveness of services, policies and programs against clear criteria Champion the use of innovative technologies in the workplace Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies 	Advanced
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Prepare and review project scope and business cases for projects with multiple interdependencies Access key subject-matter experts' knowledge to inform project plans and directions Design and implement effective stakeholder engagement and communications strategies for all project stages Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning Develop effective strategies to remedy variances from project plans and minimise impact Manage transitions between project stages and ensure that changes are consistent with organisational goals Participate in governance processes such as project steering groups 	Advanced

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	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	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept