Role Description
Assistant Project Officer

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Grade 5/6
ANZSCO Code	511112
PCAT Code	1229192
Date of Approval	July 2019
Agency Website	www.customerservice.nsw.gov.au

Primary purpose of the role

The Assistant Project Officer undertakes a range of project research, analysis, reporting, implementation and administrative activities to support the development and delivery of projects, in line with established project plans and objectives.

Key accountabilities

- Provide project and operational support, including monitoring and reporting on project plans, milestones and deliverables, to ensure time, cost and quality indicators are in line with approved project plans
- Update and collate documentation and records regarding relevant issues, policies and practices to ensure the delivery of projects complies with agreed project management methodology
- Undertake basic research and analysis in assigned project areas and contribute to the preparation of project briefs to support informed decision making and planning
- Assist the project team to complete tasks and implement project plans to ensure agreed outcomes are achieved
- Communicate with relevant stakeholders to provide updates regarding project status and implementation issues
- Provide a range of secretariat and administrative services, including coordinating committee meetings and preparing papers, to support project management delivery

Key challenges

- Delivering multiple project support activities in line with agreed standards and objectives, given tight deadlines and competing demands and priorities

Key relationships

Who	Why
Internal	
Manager	• Receive and clarify guidance and instructions and report on progress against work plans • Escalate and discuss issues
Project Team	• Participate in meetings, share information and provide input on issues • Support team members and work collaboratively to contribute to achieving team outcomes
Stakeholders	• Report to and provide updates on project status • Respond to enquiries • Coordinate meetings and activities
External	
Stakeholders	• Report to and provide updates on project status • Respond to enquiries • Coordinate meetings and activities

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes

Reporting line

Manager

Direct reports

Nil

Budget/Expenditure

As per the Customer Service delegations

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

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NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	**Intermediate**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Intermediate	• 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 • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	• Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay 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 • Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Project Management	Intermediate	• Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans

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