

Role Description

Regional Projects Coordinator



Regional
NSW

• Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	NSW Public Works
Location	State of NSW
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	511112
PCAT Code	1132292
Date of Approval	August 2020
Agency Website	www.drnsw.nsw.gov.au or www.publicworks.nsw.gov.au

Agency overview

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

NSW Public Works is part of the Department of Regional NSW and supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, design, delivery, and support services. Our work is in the hospitals, dams, water treatment plants 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

The Regional Projects Coordinator (RPC) leads and manages assigned portfolio groups to ensure consistent, quality client service and program/project delivery performance in relation to achieving project quality, timeliness, cost, safety, environment and other client critical success factors. This position also locally leads business development, resourcing, capability and compliance to project management systems and procedures. The RPC is a member of the senior management team and assists the Regional Director in managing the business unit and delivering commercial and strategic objectives.

Key accountabilities

- Lead project planning on highly complex strategic projects and programs by assigning projects to project/program managers. Provides guidance during the project planning phase where required and ongoing oversight over project performance.

- Forge and maintain client relationships to identify opportunities for PWA's services, communicate value propositions with the purpose of generating revenue to meet budget commitments.
- Ensure high quality and consistent program and project management services in the business unit by overseeing compliance of project delivery personnel with the project management framework and best project management principles and practice, and being the project management 'champion' in the business unit.
- Ensure effective project management in the business unit by identifying and arranging relevant training and development opportunities for all staff and in particular direct reports.
- Coordinate exceptional project procurement planning and contract management across one's local portfolio.
- Collaborate with the region's Senior Manager, Construction Procurement & Assurance, maintain probity in the purchase of contract services by ensuring compliance of regional project personnel with organisational policies, practices and procedures, the NSW Code of Tendering and the Code of Practice and applicable statutes.
- Monitor client satisfaction by nominating projects for project level surveys and driving the use of the related KPI tool by developing and recommending strategies to the Regional Director for improving client satisfaction.
- Work closely with the region's Senior Manager, Construction Procurement & Assurance to uplift the strategic and operational procurement and contract management capability and expertise across the region.

Key challenges

- Effectively managing resources allocated for the successful carriage of projects including Public Works Advisory staff, consultants and contractors whilst achieving Business Unit financial requirements.
- Improving business commercial sustainability by effective management of business risks and developing new business opportunities.
- Developing, maintaining and nurturing client relationships through the delivery of innovative, high-quality services.

Key relationships

Who	Why
Internal	
Regional Director and region's Senior Manager, Construction Procurement & Assurance	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions. • Inspire and motivate team, provide direction and manage performance. • Actively participate in business activities as a member of the senior management team. • Assist in the management of the business unit project management practices, procurement, client relationships and business development.
Work Team	<ul style="list-style-type: none"> • Provide advisory, coaching, mentoring and training support to regional project managers. • Lead and support team members to provide high quality and consistent project management services in the business unit. • Lead and participate in meetings and represent work group perspective and share information. • Support team members and work collaboratively to contribute to achieving the teams business outcomes

External

Customers/ Stakeholders	<ul style="list-style-type: none">• Develop and maintain effective working relationships and open channels of communication to ensure that project delivery complies with current organisational practices and procedures are at a high level of client satisfaction.• Negotiate outcomes and timeframes.• Contribute to a client-focused approach to service delivery.• Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues.
Vendors/Service Providers	<ul style="list-style-type: none">• Negotiate and approve contracts and service agreements.• Review contracts and monitor provision of service to ensure compliance with contracts and service arrangements.• Contact to provide and gather information and resolve routine issues

Role dimensions

Decision making

This position exercises significant autonomy and makes decisions in terms of delegated authority relating to the day-to-day operations of the team(s) allocated for the purposes of project management coordination, including procurement and pricing methods of projects and resolution of client related problems in relation to a range of projects.

The Regional Projects Coordinator direction or advice is sought on the overall direction of projects with regard to resourcing, programming, budgets, client communication and community liaison. Decisions relating to the day to day allocation and management of resources are made, however where resource rotation and development opportunities are needed they are made in consultation and agreement with the Regional Director and the Operations Manager.

Direct line

This position reports to the Regional Director.

Direct reports

- Graduate Project Officer Grade 3/4
- Project Manager Grade 3/4
- Project Manager Grade 5/6
- Project Manager Grade 7/8
- Project Manager Grade 9/10

Budget/Expenditure

Varies by sub-region. In line with DRNSW financial delegations, and PWA Contract Authorities Manual and Tendering Guidelines.

Key knowledge and experience

- Extensive demonstrated experience as project, procurement contract management lead on complex infrastructure and construction projects.
- Experience managing a significant team and portfolio in the construction and/or engineering sector

Essential requirements

- Appropriate trade, post-trade or tertiary qualifications and/or equivalent relevant working experience in Project Management, engineering, architecture, and building or construction.
- 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**.

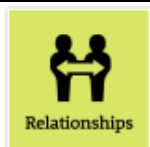
Focus capabilities

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
 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"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept

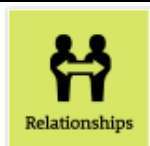


Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Present with credibility, engage diverse audiences and test levels of understanding
- Translate technical and complex information clearly and concisely for diverse audiences
- 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

Advanced

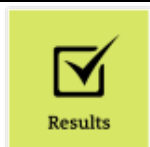


Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

- Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience
- Ensure systems are in place to capture customer service insights to improve services
- Initiate and develop partnerships with customers to define and evaluate service performance outcomes
- Promote and manage alliances within the organisation and across the public, private and community sectors
- Liaise with senior stakeholders on key issues and provide expert and influential advice
- Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches
- Ensure that the organisation's systems, processes, policies and programs respond to customer needs

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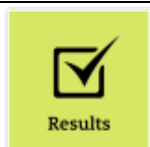


Deliver Results

Achieve results through the efficient use of resources and a commitment to quality outcomes

- Seek and apply the expertise of key individuals to achieve organisational outcomes
- Drive a culture of achievement and acknowledge input from others
- Determine how outcomes will be measured and guide others on evaluation methods
- Investigate and create opportunities to enhance the achievement of organisational objectives
- Make sure others understand that on-time and on-budget results are required and how overall success is defined
- Control business unit output to ensure government outcomes are achieved within budgets
- Progress organisational priorities and ensure that resources are acquired and used effectively

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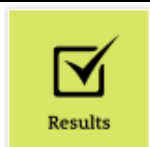


Plan and Prioritise

Plan to achieve priority outcomes and respond flexibly to changing circumstances

- 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

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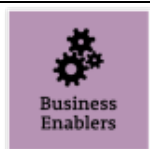


Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
- Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
- Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
- Seek contributions and ideas from people with diverse backgrounds and experience
- Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
- Identify and share business process improvements to enhance effectiveness

Adept

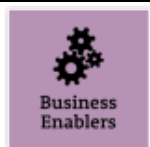


Procurement and Contract Management

Understand and apply procurement processes to ensure effective purchasing and contract performance

- Ensure that employees and contractors apply government and organisational procurement and contract management policies
- Monitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisions
- Promote effective risk management in procurement
- Implement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomes
- Represent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors

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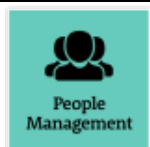


Project Management

Understand and apply effective planning, coordination and control methods

- Ensure there are systems and effective governance processes in place for project management
- Make decisions on accepting projects based on business cases
- Use the historical, political and broader context to inform project directions and mitigate risk
- Obtain key stakeholders' commitment to major project strategies, including cross-organisational initiatives, and ensure ongoing communication
- Ensure that project risks are managed effectively, and appropriate strategies are in place to respond to variances
- Drive the changes required to realise the business benefits of the project
- Ensure that project management decisions consider interdependencies between projects

Highly
Advanced



Manage and Develop People

Engage and motivate staff, and develop capability and potential in others



- Refine roles and responsibilities over time to achieve better business outcomes
- Recognise talent, develop team capability and undertake succession planning
- Coach and mentor staff and encourage professional development and continuous learning
- Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation
- Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives










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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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
 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
	Work Collaboratively	Collaborate with others and value their contribution	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Adept
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept