

Role Description

Agency	NSW Ombudsman
Role Title	Senior Project Officer
Division/Branch/Unit	Aboriginal Programs Branch
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 9/10
Senior Executive Work Level Standards:	Not Applicable
Kind of Employment	Ongoing or Temporary
ANZSCO Code	224900
PCAT Code	3991119192
Date of Approval	14 March 2025
Agency Website	www.ombo.nsw.gov.au

Agency Overview

The NSW Ombudsman is an independent integrity agency that holds NSW government agencies and certain non-government organisations accountable to the people of NSW. Through complaint handling, review, monitoring, investigation, advice, training and community education, we seek to improve the administration and delivery of public and community services in NSW.

Key accountabilities

- Undertake monitoring, assessment, research, analysis and reviews of NSW Aboriginal policies and programs to contribute to the NSW Ombudsman's oversight functions.
- Manage a range of projects that support the implementation and operation of the Aboriginal Programs Branch functions. This includes providing a range of project management and support services, including preparing reports, briefs, project plans and submissions.
- Contribute to the planning and delivery of projects and initiatives as directed and apply best practice project management methodologies to support the achievement of the Aboriginal Programs Branch and organisational objectives.
- Undertake research and collate information for reporting, monitoring and evaluation purposes.
- Provide timely advice to senior and other relevant staff on trends, systemic issues, individuals of concern, agency deficient investigations as well as the results of the assessment and analysis of information holdings and other relevant matters. Make recommendations for legislative or administrative change.
- Monitor agency responses to and implementation of recommendations or suggestions stemming from our oversight, complaint handling or systemic review activities or from our project work.
- Contribute to or manage the preparation of statutory and other reports as well as other publications related to the work of the Ombudsman.

- Assist with the development and implementation of effective stakeholder engagement strategies with a broad range of individuals and organisations across the government and non-government sectors as well as with community groups. Participate in outreach programs such as community and correctional centre visits as well as education and training initiatives.
- Communicate and build the internal capability of staff to better understand cultural competency. Actively engage and educate staff on all aspects of the cultural competency training program.

Key challenges

- The Senior Project Officer requires high-level critical thinking and analysis to effectively deal with the complexity and range of decisions and actions that need to be made. From time to time, the Senior Project Officer may be required to make difficult decisions.
- Maintaining a good understanding of current key issues, prioritising key areas of focus, and regularly advising senior and other relevant staff in relation to significant policy developments, specifically those within the Ombudsman's jurisdiction.
- Establishing and maintaining professional working relationships across internal and external stakeholders, while maintaining good management, and organisational skills. At all times, accountability standards and performance measures must be adhered to.
- The Senior Project Officer is expected to manage complex and sensitive issues providing informed advice and solutions, taking initiative to balance competing interests while weighing up the short and long-term goals of the office.

Key relationships

Who	Why
Internal	
Statutory officer, other senior staff of the division including supervisor	<ul style="list-style-type: none"> • Provide advice about the progress of work undertaken and other matters of interest to the office to inform decision-making and manage risks. • Contribute to the ongoing business planning and intelligence gathering in respect of the work of the division and the office more broadly.
Staff supervised	<ul style="list-style-type: none"> • Inspire and motivate, provide leadership, guidance and support. • Provide clear direction and strategic advice on matters, through one-on-one discussions, team meetings and training sessions to enable team members to work to their potential and to enhance team performance. • Set overall performance expectations and oversight the implementation of effective performance management frameworks and processes.
Staff throughout the office	<ul style="list-style-type: none"> • Develop and maintain, provide leadership, guidance and support • Encourage and promote a positive workplace culture.
External	
Key agencies	<ul style="list-style-type: none"> • An effective relationship with key agencies is a critical component of the role and will be integral to its success. Priority areas include facilitating systemic cultural change and sector improvement. If appropriate, meet with agencies and other parties to facilitate the gathering of information to assist the work of the division and/or to determine relevant Ombudsman action. • The role may undertake sector development activities or participate in outreach programs and/or audits and support the delivery of community education and training to external agencies.

Role dimensions

Decision making

The work of the Senior Project Officer is guided by legislation, office procedures, delegations and directives from the Ombudsman and division management. The occupant of the role acts with day-to-day independence in planning, directing and managing their work. Specifically, the Senior Project Officer determines priority areas for managing their workload within the parameters set by the Ombudsman and division management, the corporate plan, business plans and other policy documents.

The Senior Project Officer prepares correspondence and reports and can determine and communicate decisions and outcomes, exercising a high level of judgement in dealing with specific cases. Given the delegated authority assigned to this role, the Senior Project Officer must have a capacity to accept responsibility and be accountable for any risk taken or decision made.

The Senior Project Officer may seek guidance from senior staff.

Reporting line

Typically, this role reports to a Clerk Grade 11/12 within the Aboriginal Programs Branch, however there may be instances that the supervisor of this role is a more senior grade.

Direct reports

This role may be asked to manage a small team of Grade 5/6 or 7/8 staff. However, in certain circumstances, the role may not have any direct supervisory role.

All supervisors are required to continually monitor and manage staff wellbeing and ensure their staff have performance agreements and reviews in line with office policy.

Budget/Expenditure

The role does not have budgetary responsibility.

Essential Requirements

Employment at the NSW Ombudsman is subject to the satisfactory completion of security and related vetting including, in part, a criminal records check; signed understanding and acceptance of a range of policies; two statutory declarations relating to conflicts of interest, arrests, charges, convictions and a health declaration.

With experience working and engaging with Aboriginal and Torres Strait Islander people, communities and organisations you will have high level interpersonal skills and a demonstrated way of communicating to a wide range of diverse stakeholders at all levels. To be successful in this role you'll have:

- Experience in working on Aboriginal issues or with Aboriginal communities.
- Experience designing and conducting evaluations and/or performance reporting, and/or qualitative and quantitative research.
- Ability to communicate effectively with diverse groups of stakeholders.

Additional Information and requirements

Depending on the specific need of the Ombudsman, the occupant of this role may be required to have a current WWCC clearance issued from the Office of the Children's Guardian. As there is always the potential for exposure to distressing material, the office has in place strategies to support staff. It may be a requirement that the occupant of the role participates in the office's wellness programs.

The occupant of the role may be required to participate in programs, which will require travel throughout NSW and staying overnight at regional locations and therefore a current and valid Australian motor vehicle license would be highly desirable.






Formal qualifications are highly desirable.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [The Capability Framework | NSW Public Service Commission](#).

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.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Advanced
	Value Diversity and Inclusion	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
	Manage and Develop People	Adept
 People Management	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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 Display Resilience and Courage	Adept	<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
Personal Attributes Manage Self	Advanced	<ul style="list-style-type: none"> • Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> • Present with credibility, engage varied 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

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> 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
Results Deliver Results	Adept	<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 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
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> 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
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		<p>of required costs and resources</p> <ul style="list-style-type: none"> • 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
<p>People Management Manage and Develop People</p>	Adept	<ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks