

Role Description

Program Officer



Department of
Primary Industries

Cluster	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Engagement and Industry Assistance / Rural Assistance Authority
Location	Orange
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
PCAT Code	1113292
Date of Approval	October 2019 (updated January 2020 and August 2020)
Agency Website	www.dpi.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.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

DPI Engagement and Industry Assistance Branch is focused on delivering programs that build stronger primary industries by providing critical rural support and enhance DPI's connection with communities, industries and people. This branch is made up of DPI's key engagement arms including the business resilience, the Rural Assistance Authority, emergency operations, international engagement, communications and stakeholder engagement.

Primary purpose of the role

The Program Officer coordinates the efficient and effective administration, delivery and promotion of the Authority's financial assistance programs within the relevant terms, objectives and guidelines.

Key accountabilities

- Coordinate administrative processes to deliver financial assistance program funds in accordance with program guidelines; to allocate funds to approved recipients; and to ensure transactions are actioned in accordance with lending/accounting standards as well as accepted governance and audit requirements

- Manage the relevant team, including managing performance and motivating staff to implement the grants programs according to programs guidelines under tight timeframes
- Maintain the loan portfolio including approval, maintenance and arrears management
- Maintain program financial and statistical reporting requirements, reconcile financial and recipient records, and ensure effective financial management, auditing and reporting mechanisms are in place to support sound governance and audit protocols
- Maintain program data reporting requirements, reconcile recipient records, and ensure effective information management, auditing and reporting mechanisms are in place to support sound governance and audit protocols
- Provide accurate scheduled and ad-hoc financial and other reporting and advice ensuring a timely response to Ministerial and departmental requests
- Undertake monitoring and evaluation of relevant systems and processes to identify opportunities for improvement
- Provide information and advice to clients and stakeholders regarding status, conditions, and or variations to applications and assistance measures and respond to and effectively manage appeals and complaints

Key challenges

- Maintaining and further developing knowledge and understanding of grants program guidelines and implementation principles and contemporary lending practices
- Providing advice to assist in appropriate policy development and the subsequent implementation of policy into effective assistance measures
- Balancing a range of conflicting and competing priorities in a high workload environment

Key relationships

Who	Why
Internal	
Manager Program Administration	<ul style="list-style-type: none"> • Receive guidance and direction on specific tasks to be completed including priorities • Discuss work allocated, providing updates on key issues and progress • Escalate issues as appropriate
Team members	<ul style="list-style-type: none"> • Work collaboratively to achieve unit outcomes • Share information and discuss solutions to problems with colleagues • Provides guidance to, discusses priorities, provides regular updates on key issues and progress and manages performance
External	
Customers and clients	<ul style="list-style-type: none"> • Receive queries and respond with standard information or escalate within the unit
Stakeholders	<ul style="list-style-type: none"> • Exchange information and respond to enquiries • Promote Rural Assistance Authority's range of financial assistance programs

Role dimensions

Decision making

The role operates with autonomy in respect to the day to day operations of the team and within the limits of delegated authority. The role is fully accountable for the provision of high quality service delivery and for the accuracy and integrity of the content of advice provided.

Reporting line

Manager Program Administration

Direct reports

The Program Officer has multiple direct reports at Clerk Grade 3 / 4 and Clerk Grade 1 / 2

Budget/Expenditure

Authorisation for expenditure of allocated project resources under applicable Departmental delegation

Essential requirements

- Current NSW Driver License and the ability and willingness to travel

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**.

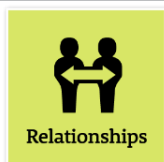
Focus capabilities

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	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• Support a culture of integrity and professionalism• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct	Intermediate

- Recognise and report misconduct and illegal and inappropriate behaviour
- Report and manage apparent conflicts of interest and encourage others to do so



Communicate Effectively

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

- Tailor communication to diverse audiences
- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

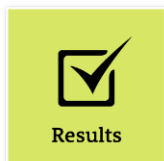
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Commit to Customer Service

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

- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
- Maintain relationships with key customers in area of expertise
- Connect and collaborate with relevant customers within the community

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Demonstrate Accountability

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines

- Assess work outcomes and identify and share learnings to inform future actions
- Ensure that own actions and those of others are focused on achieving organisational outcomes
- Exercise delegations responsibly
- Understand and apply high standards of financial probity with public monies and other resources
- Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety
- Conduct and report on quality control audits
- Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks

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Finance

- Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures

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Understand and apply financial processes to achieve value for money and minimise financial risk

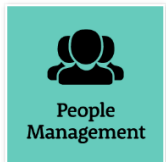
- Understand the impacts of funding allocations on business planning and budgets
- Identify discrepancies or variances in financial and budget reports, and take corrective action
- Know when to seek specialist advice and support and establish the relevant relationships
- Make decisions and prepare business cases, paying due regard to financial considerations

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



Manage and Develop People

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

- Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
- Look for ways to develop team capability and recognise and develop individual potential
- Be constructive and build on strengths by giving timely and actionable feedback
- Identify and act on opportunities to provide coaching and mentoring
- Recognise performance issues that need to be addressed and work towards resolving issues
- Effectively support and manage team members who are working flexibly and in various locations
- Create a safe environment where team members' diverse backgrounds and cultures are considered and respected
- Consider feedback on own management style and reflect on potential areas to improve

Intermediate

Optimise Business Outcomes

Manage people and resources effectively to achieve public value

- Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives
- Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning
- When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences
- Ensure that team members base their decisions on a sound understanding of business and risk

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management principles, applied in a public sector context






- Monitor performance against standards and take timely corrective actions
- Keep others informed about progress and performance outcomes

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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational