

Role Description

Project Advisor



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Corporate Services
Location	State Headquarters
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
Role Number	52009737, 52015578
PCAT Code	1221192
Date of Approval	October 2019
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and protecting communities.

Our Vision: Be the best volunteer emergency service agency in Australia.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary purpose of the role

The Project Advisor is responsible for performing project management and support activities to contribute to the development and delivery of a range of projects aligned with established organisational objectives. The role also manages the development, implementation and continuous improvement of Portfolio governance and reporting.

Key Accountabilities

- Support the development and delivery of programs and projects to raise organisational capability in all aspects of project and program management; and where required, perform as an embedded role in business units and/or strategic programs of work to ensure an effective and efficient delivery of projects across the NSW SES
- Coach and support project managers in the application of the NSW SES PMO framework and methodology and provide advice on best practice approaches to portfolio, program and project management

- Build and maintain positive relationships with key stakeholders, to facilitate project scoping, planning and review workshops; and to ensure that all stakeholder perspectives and business requirements are considered
- Analyse, assess and report on projects and provide recommendations to improve project and portfolio performance
- Provide quality assurance of all project documentation to ensure all aspects of projects are accurately captured in high quality planning and control documents
- Ensure appropriate project controls (risk, scheduling, budgetary and reporting) are applied to projects, delivering transparency and lead indicators for project performance
- Support the development, implementation and continuous improvement of Portfolio governance and reporting to deliver practical and robust policy, processes, tools and templates
- Collaborate with internal stakeholders to undertake post implementation reviews and analysis whilst providing guidance and recommending solutions to key stakeholders

Key challenges

- Influencing organisational focus towards a project management culture in order to support the successful delivery of projects and strategic initiatives
- Partnering with project managers and stakeholders across multiple projects to find effective solutions to complex project and portfolio problems and build project management capability and discipline across the organisation
- Managing priorities across multiple projects and stakeholders

Key relationships

Who	Why
Internal	
Manager Project Management Office	Report and provide advice on projects and strategic initiatives to ensure that the PMO is at the forefront of driving change in the organization. Identify project and portfolio risks, opportunities and future initiatives. Support the continuous improvement of the NSW SES project management framework.
Change Advisor and Business Analyst	Collaborate to undertake post implementation reviews and analysis to recommend solutions
Work Team	Manage and maintain effective working relationships with the PMO team to deliver high quality services to NSW SES.
All SES Members	Consult and advise on the delivery of their projects/programs to facilitate efficiency, consistency and high quality outcomes.
External	
Project professionals across the Justice cluster	Establish effective networks to ensure that inter agency projects have a consistent approach for engagement and delivery.
External Providers	Build effective networks and relationships with external stakeholders to facilitate the efficient delivery of project/program management services as required

Role dimensions

Decision making

Decisions made by the Project Advisor include determining day to day work priorities, deciding the content of reports, submissions, policies, correspondence and briefs with limited direction from the supervisor and the extent of expert project management advice provided to internal stakeholders. The role will also provide recommendations for the improvement of the methodology and approach. Decisions referred to a supervisor include: any decision that will substantially alter the outcomes or timeframe of a policy, project or product delivery, major policy issues or conflicts arising in the course of policy developed, projects delivered and other duties, and matters requiring a higher delegated authority such as engagement of external consultants, approval for expenditure and/or travel.

Reporting line

This role reports to the Manager Project Management Office

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Relevant tertiary qualifications, Industry certification or relevant experience in Portfolio, Program or Project Management
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.



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.

NSW Public Sector Capability Framework

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

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	Adept	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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
Relationships Work Collaboratively	Adept	<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
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> Use facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements and be open to compromise Keep discussions focused on the key issues
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 Technology	Intermediate	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
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 of required costs and resources• 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