Role Description
Assistant Project Officer

[Generic Role Description: Project Officer 5/6]

Role description essentials

Cluster/Agency	Family and Community Services (FACS)
Division/Branch/Unit	Various
Location	TBC
Classification/Grade/Band	Clerk Grade 5/6
Kind of Employment	TBC
ANZSCO Code	511112
Role Number	TBC
PCAT Code	Varies depending on team and client
Date of Approval	TBC
Agency Website	www.facs.nsw.gov.au

This role description applies to multiple roles across FACS. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential, with a focus on breaking, rather than managing, disadvantage.

Primary purpose of the role

Support the design and implementation of a range of projects, in line with the directorate's responsibilities, which improve FACS service delivery or operations and contribute to better outcomes for individuals, families, groups and communities.

Key accountabilities

- Support the design, implementation and coordination of projects that deliver effective business unit outcomes and meet client service delivery needs.
- Undertake research and analysis to support the development of key projects and the improvement of processes to ensure good business outcomes.
- Use project management methodologies and processes to ensure consistent high quality outcomes.
- Update project documentation, including registers, which support delivery of projects in compliance with agreed upon project management methodology.
- Prepare standard project-related documents for key stakeholders as required, including status updates, reports, budgets and discussion papers to manage the flow of information.
- Assist the project team with completing tasks and implement project plans as required to ensure agreed outcomes are achieved.
- Liaise and work across FACS Divisions and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.

- Work effectively with team members towards mutual continued development and to seek feedback on project tasks undertaken.

Key challenges

- Meeting tight deadlines in an environment characterised by conflicting priorities and multiple stakeholders.
- Maintaining project related reports and registers to ensure accountability, integrity of data and comprehensive tracking of project milestones.

Key relationships

Internal relationships

Who you'll work with	Why
Line Manager	- Report directly to Line manger - Seek direction, advice and support - Provide information and feedback
Team Members	- Provide information and advice - Provide an effective and valuable two way liaison
Other FACS Divisions	- Liaise to ensure the provision of timely and accurate advice when requested - Develop and maintain effective working relationships - Negotiate/agree on timeframes
FACS Districts and Clusters	- Liaise to ensure consistent engagement with service delivery planning and service providers - Develop and maintain effective working relationships - Negotiate/agree on timeframes

External relationships

Who you'll work with	Why
Non-government Organisations	Engage with service providers
Community	Engage with service providers and client groups

Role dimensions

Decision making

The role:

- Works with some supervision to set priorities of own workload in alignment with management.
- With some management guidance develops a suitable approach in managing workload and provision of advice and input team planning and projects.
- Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
- Ensures a course of action is suitable and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required.

Refer to the FACS Delegations for specific financial and/or administrative delegations for this role.

Reporting line

See divisional structure and supplementary material.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at http://www.psc.nsw.gov.au/sector-support/capability-framework

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	Foundational
	Act with Integrity	**Intermediate**
	Manage Self	Foundational
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	**Adept**
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Foundational
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate

Capability Group	Capability Name	Level
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

Personal attributes

Capability Name	Level	Behavioural Indicators
Act with Integrity	Intermediate	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest

Relationships

Capability Name	Level	Behavioural Indicators
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
Work Collaboratively	Adept	• Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work

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Results

Capability Name	Level	Behavioural Indicators
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
Think and Solve Problems	Intermediate	• Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit

Business enablers

Capability Name	Level	Behavioural Indicators
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