Role Description
Project Support Officer

Cluster	Regional NSW
Agency	Department of Regional NSW
Division	Public Works Advisory and Regional Development
Location	State of NSW
Classification/Grade/Band	Staff Grade 5/6
Kind of Employment	Ongoing
Role Number	Generic Position across Public Works Advisory
ANZSCO Code	531111
PCAT Code	1132292
Date of Approval	JE Ref: INCGB0048472797 April 2017 (updated April 2020)
Agency Website	www.drnsw.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.

Public Works Advisory (PWA) is part of the Department of Regional NSW. PWA supports local and state government agencies to deliver critical infrastructure initiatives by providing expert advisory, planning, delivery and support services. We bridge the gap between the government and the private sector, helping clients to maximise value, optimise costs and manage risks in their infrastructure programs and the lifecycle management of their assets. The WofG Construction Procurement Category Team is a function in PWA, which works closely with NSW Procurement and the Construction Leadership Group to implement, manage and improve procurement policy, processes and systems on behalf of the NSW Procurement Board.

Primary purpose of the role

Provide and assist in a range of high-quality project support services in order to contribute to the efficient delivery of program and project management operations and service delivery

Key accountabilities

- Provide and/or manage a range of project functions to contribute to the efficient operation of the office.
- Interpret and implement standards, policies and procedures in order to provide professional advice and information to staff, management and clients.
- Provide assistance in one or more of the following functions:
    - Resources Management
    - Finance Management
    - Assets Management
    - Contract & Procurement Management
    - Records Management
    - Business Development

- Maintain knowledge of current relevant legislation, policies, procedures and guidelines to ensure the compliance with regulatory requirements.
- Ensure technical knowledge of the ERP operating and reporting system to support the business needs.
- Train staff on policies, procedures and business systems in order to contribute to the efficient, effective and compliant operation of the business.

Key challenges

- Planning and prioritising work in a high-volume business environment to meet conflicting and critical deadlines with minimal input from line manager while contributing to the team environment and adapting to changing priorities as needed.
- Taking responsibility for the provision of high quality, accurate and timely advice to management and staff whilst maintaining compliance and consistency with departmental policy and procedures and legislative requirements and using plain English and good communication skills.
- Managing a project and/or business support team including oversight, development, motivation and appraisal of staff team performance in a high-volume work-flow.

Key relationships

Who	Why
Internal	
Manager	• Escalate issues, keep informed, advise, receive guidance and instructions. • Provide advice on business support processes
Work team	• Support the team, delegate tasks and work collaboratively to contribute to achieving the team's business outcomes. • Participate in meetings to share information and provide input on issues.
Clients/customers	• Monitor, address and/ or escalate requests - identify needs, gather information, communicate services and redirect, escalate or resolve issues.
External	
Customers/Suppliers	• Respond to queries, identify needs gather information, communicate services and redirect, escalate or resolve issues.
Vendors/Service Providers and Consultants	• Coordinate and monitor the supply of goods and services

Role dimensions

Decision making

The role is:
- accountable for the delivery of work assignments to expectations in terms of quality, deliverables and outcomes;

- refers to the supervisor for decisions that involve change to processes, outcomes or timeframes; are likely to escalate or create substantial or contentious precedent; require a higher administrative or financial delegation, or submission to a higher level of management;
- collaborates and consults with team members to achieve business objectives.

Formal delegations in line with the DFSI Delegations Manual.

Reporting line

Refer to the relevant business unit organisational chart.

Direct reports

This position may have direct reports. Refer to the relevant business unit organisational chart.

Budget/Expenditure

The revenue targets for this role are set on an annual basis and will form part of the roles Performance and Development Plans.

Essential requirements

- Tertiary qualifications and/or relevant industry experience in office administration, human resources, management or related discipline.

- Strong interpersonal and communication skills including the ability to compose correspondence, reports and briefings.

- Strong knowledge and experience in Microsoft applications including outlook, excel, PowerPoint and word.

- Current NSW Drivers Licence and willingness to drive to and work in remote locations which may include overnight stays.

- Employment screening checks, security or other clearances and health assessments.

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	Adept
	Act with Integrity	Intermediate
	Manage Self	**Adept**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Intermediate**
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	**Intermediate**
	Manage Reform and Change	Foundational

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	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships	Intermediate	• Support a culture of quality customer service in the organisation

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Commit to Customer Service		• 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
Results Plan and Prioritise	Intermediate	• Understand the team/unit objectives and align operational activities accordingly • Initiate, and develop team goals and plans and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals • Accommodate and respond with initiative to changing priorities and operating environments
Results 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 Technology	Intermediate	• Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Optimise Business Outcomes	Intermediate	• Develop team/unit plans that take into account team capability and strengths • Plan and monitor resource allocation effectively to achieve team/unit objectives • Ensure team members work with a good understanding of business principles as they apply to the public sector context

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Participate in wider organisational workforce planning to ensure the availability of capable resources