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| **Portfolio** | Primary Industries & Regional Development |
| **Department/Agency** | Department of Primary Industries and Regional Development |
| **Group/Division/Branch** | NSW Resources |
| **Location** | Regional NSW |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **ANZSCO Code** | 261111 |
| **PCAT Code** | 1226192 |
| **Date of Approval** | February 2022 (updated July 2025) |
| **Agency Website** | www.dpird.nsw.gov.au |

# Agency overview

# The Department of Primary Industries and Regional Development (DPIRD) is the department dedicated to growing primary industries and supporting regional economic development to deliver long term benefits to the state. Our focus is to protect, support and develop our primary industries, mining sector, and regions.

# DPIRD brings together Agriculture; Biosecurity; Forestry and Fishing; Local Land Services; NSW Resources; Regional Development and Delivery; the Regional Growth NSW Development Corporation; NSW Public Works and Soil Conservation Service.

# We have nearly 5,000 employees, with almost 80 per cent of us living and working in regional NSW.

# NSW Resources is responsible for supporting and growing safe and sustainable exploration and mining in NSW. NSW Resources sets the strategic policy for the state’s mineral and petroleum resources, assesses and determines applications for mineral and petroleum titles for exploration activities and extractive uses, provides high-quality geoscientific information to support decision making and investment, and regulates work health and safety and mine rehabilitation to ensure safe and environmentally sustainable mining.

# Primary purpose of the role

The Senior Project Officer – Information Management manages a broad range of IT projects, relationships and programs across the Information Management team. This role plays a key role in the development, delivery, monitoring and evaluation of strategic IT projects.

# Key accountabilities

* Develop and deliver NSW Resources systems projects, identifying interdependencies and leveraging resources to maximise efficiencies and achieve required outcomes.
* Undertake critical aspects of project development and implementation across a portfolio of complex projects, including assisting with preparing business cases and project plans, establishing appropriate governance, identifying, allocating and managing resources, and agreeing reporting requirements, to ensure project outcomes are achieved on time, on budget, to quality standards and in line with the Agency project management methodology.
* Review and implement strategies and tools for the continuous monitoring and evaluation of NSW Resources systems, including risk and contingency management, benefits realisation, and project impact and quality measures, to identify and address issues and assess project progress and overall effectiveness.
* Provide oversight to project team/s, including internal and external project staff, to deliver all key project/s milestones and outcomes.
* Manage stakeholder relationships through effective communication, negotiation and issues management to ensure stakeholders are engaged throughout the project and project deliverables are met.
* Provide expert advice and information to stakeholders on emerging issues and present recommendations to support project delivery in line with established plans, budgets, timeframes, policy objectives and other project priorities.
* Oversee research and formulate recommendations to support evidence-based project planning and decision making.
* Provide support for effective business transition and change management, working collaboratively with business stakeholders to ensure the impact of change is understood, and providing advice on appropriate approaches are used to assist with managing any identified impact.

# Key challenges

* Understand relationships between components of processes and the impact of changes
* Communicate complex processes across the business
* Manage conflicting and concurrent NSW Resources projects and programs from business units with distinct and incongruous processes for doing largely similar elements of work

# Key relationships

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal** |  |
| Director & Manager | * Escalate issues, keep informed, advise and receive instructions * Provide advice and consult on development and implementation of programs and projects and coordination of related activities * Deliver reports and make recommendations on program and project planning and implementation |
| Work team | * Support team, work collaboratively to contribute to achieving the team’s business outcomes |
| NSW Resources staff | * Resolve issues and provide solutions to problems * Provide technological advice to improve day to day business performance |

**Role dimensions**

## Decision making

Make day to day decisions with minimal supervision in relation to agreed work plan, work functions and projects ensuring that deadlines are achieved.

## Reporting line

This role reports to the Manager Strategy & Projects

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Demonstrated knowledge of project delivery and service management practices (incident, problem and change management)
* Demonstrated ability to manage client expectations and requirements to achieve outcomes in a business support role
* Experience using and developing processes within customer relationship management/ workflow IT solutions

# Essential requirements

* Compliance with pre-employment probity screening is mandatory and a condition of engagement.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | Represent the organisation in an honest, ethical and professional way and encourage others to do so  Act professionally and support a culture of integrity  Identify and explain ethical issues and set an example for others to follow  Ensure that others are aware of and understand the legislation and policy framework within which they operate  Act to prevent and report misconduct and illegal and inappropriate behaviour | Adept |
|  | **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 | Adept |
| **Work Collaboratively**  Collaborate with others and value their contribution | | 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 | Adept |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | 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 | Adept |
| **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues  Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others  Take account of the wider business context when considering options to resolve issues  Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements  Implement systems and processes that are underpinned by high-quality research and analysis  Look for opportunities to design innovative solutions to meet user needs and service demands  Evaluate the performance and effectiveness of services, policies and programs against clear criteria | Advanced |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Identify opportunities to use a broad range of technologies to collaborate  Monitor compliance with cyber security and the use of technology policies  Identify ways to maximise the value of available technology to achieve business strategies and outcomes  Monitor compliance with the organisation’s records, information and knowledge management requirements | Adept |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | | Prepare and review project scope and business cases for projects with multiple interdependencies  Access key subject-matter experts’ knowledge to inform project plans and directions  Design and implement effective stakeholder engagement and communications strategies for all project stages  Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning  Develop effective strategies to remedy variances from project plans and minimise impact  Manage transitions between project stages and ensure that changes are consistent with organisational goals  Participate in governance processes such as project steering groups | Advanced |

# 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** |
|  | 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 | | | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | | | Intermediate |
|  | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | | | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | | | Adept |
|  | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | | | Adept |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | | | Adept |
|  | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | | | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | | | Intermediate |