

# Role Description

## Senior Project Officer



Customer  
Service

Cluster	Customer Service
Department / Agency	Department of Customer Service
Division/Branch/Unit	Various
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	511112
PCAT Code	1229192
Date of Approval	July 2019

### Primary purpose of the role

Manage and Coordinate the development, implementation and evaluation of complex projects to achieve project outcomes and support the achievement of organisational objectives.

### Key accountabilities

- Manage the planning and delivery of complex projects applying sound project management principles to deliver organisational initiatives
- Manage and oversee all aspects of the project cycle, including developing project plans, identifying and coordinating resources, managing budgets, supplier and contract management and meeting reporting requirements to ensure project outcomes are achieved on time, on budget, to quality standards and approved project management methodology
- Develop and maintain stakeholder and customer relationships through effective communication, negotiation and issues management to ensure project deliverables are met
- Continuously monitor and evaluate all aspects of project implementation, including risk and contingency management, benefits realisation, project impact and quality measures, to identify and address issues, assess project progress and effectiveness, and achieve project outcomes
- Manage a project team/s, ensuring compliance with governance and quality requirements, to successfully deliver all key milestones and outcomes
- Undertake research and formulate recommendations to support evidence based project planning and decision making
- Provide advice and information on emerging project issues to support project development and delivery in line with established plans, budgets, timeframes, policy objectives and other project and priorities

### Key challenges

- Consulting and negotiating with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints, interests and sensitivity of projects
- Balancing competing demands to ensure project objectives are achieved to the required standards and within budget

- Managing teams where team members are not dedicated resources or may have dual reporting lines and therefore have competing priorities

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>Receive guidance and provide regular updates on key projects, issues and priorities</li> <li>Provide advice and report on the status of projects</li> <li>Escalate issues and provide solutions</li> <li>Deliver tasks assigned by managers</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>Inspire and motivate team, provide direction and manage performance</li> <li>Guide, support, coach and mentor team members</li> <li>Work collaboratively to contribute to achieving team outcomes</li> </ul>
Client/Stakeholder	<ul style="list-style-type: none"> <li>Develop and maintain effective relationships to facilitate outcomes</li> <li>Resolve and provide solutions to issues, define mutual interests and determine strategies to achieve their realisation</li> <li>Provide expert advice and influence outcomes</li> <li>Report and provide updates on project progress</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>Develop and maintain effective relationships to facilitate outcomes</li> <li>Resolve and provide solutions to issues</li> <li>Provide advice and influence outcomes</li> <li>Report and provide updates on project progress</li> </ul>
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> <li>Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements</li> <li>Consult, provide and obtain information, negotiate required outcomes and timeframes</li> <li>Resolve and provide solutions to issues</li> </ul>

## Role dimensions

### Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

### Reporting line

TBA

### **Direct reports**

This role has various reports

### **Budget/Expenditure**

As per the Customer Service Delegations

### **Essential requirements**






Nil

### **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](http://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
 <b>Personal Attributes</b>	<b>Display Resilience and Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 <b>Relationships</b>	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Adept</b>
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 <b>Results</b>	<b>Deliver Results</b>	<b>Adept</b>
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 <b>Business Enablers</b>	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	<b>Project Management</b>	<b>Advanced</b>
 <b>People Management</b>	<b>Manage and Develop People</b>	<b>Intermediate</b>
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible, show initiative and respond quickly when situations change</li> <li>Give frank and honest feedback/advice</li> <li>Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively</li> <li>Raise and work through challenging issues and seek alternatives</li> <li>Keep control of own emotions and stay calm under pressure and in challenging situations</li> </ul>
<b>Relationships</b>	Adept	<ul style="list-style-type: none"> <li>Tailor communication to the audience</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Communicate Effectively		<ul style="list-style-type: none"> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Create opportunities for others to be heard</li> <li>Actively listen to others and clarify own understanding</li> <li>Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering high quality customer-focused services</li> <li>Understand customer perspectives and ensure responsiveness to their needs</li> <li>Identify customer service needs and implement solutions</li> <li>Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>Maintain relationships with key customers in area of expertise</li> <li>Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>Take responsibility for delivering on intended outcomes</li> <li>Make sure team/unit staff understand expected goals and acknowledge success</li> <li>Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Project Management	Advanced	<ul style="list-style-type: none"> <li>Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts</li> <li>Access key subject-matter experts' knowledge to inform project plans and directions</li> <li>Implement effective stakeholder engagement and communications strategy for all stages of projects</li> <li>Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning</li> <li>Develop effective strategies to remedy variances from</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>People Management</b> Manage and Develop People	Intermediate	<ul style="list-style-type: none"> <li>project plans, and minimise impacts</li> <li>Manage transitions between project stages and ensure that changes are consistent with organisational goals</li> </ul>
		<ul style="list-style-type: none"> <li>Ensure that roles and responsibilities are clearly communicated</li> <li>Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</li> <li>Develop team capability and recognise and develop potential in people</li> <li>Be constructive and build on strengths when giving feedback</li> <li>Identify and act on opportunities to provide coaching and mentoring</li> <li>Recognise performance issues that need to be addressed and work towards resolution of issues</li> </ul>