

Role Description

Project Communications Officer



Cluster	NSW Parliament
Agency	Department of Parliamentary Services
Division/Branch/Unit	Parliament Services / Communications, Engagement & Education
Role number	50008862
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	June 2021
Agency Website	www.parliament.nsw.gov.au

Agency overview

Administratively, the Parliament comprises three main Departments: the Department of Parliamentary Services (DPS); Department of the Legislative Council (LC); and the Department of the Legislative Assembly (LA). The Chief Executive is the head of the Department of Parliamentary Services, the Clerk of the Legislative Council and Clerk of the Legislative Assembly are the heads of their respective House Departments. These House Departments are responsible for providing procedural advice to the Council and Assembly, and their respective members, on parliamentary proceedings in each House and their Committees, undertaking protocol functions, providing corporate and executive support, House specific administrative/research services and generating content/engagement strategies relating to the activities of the House and its committees.

DPS is responsible for providing corporate and other common services across the Parliament as a whole. It comprises the following Divisions; Parliament Services and Corporate Services, and two project Branches; Digital Transformation and Capital Works Strategy Delivery.

The Parliament Services Division comprises administrative and support services specific to the institution of Parliament. This includes the Hansard, Library and Research Branch, the Communications, Engagement and Education branch and the Parliamentary Catering Unit.

The Corporate Services Division comprises of the corporate functions that provide services to all staff and Members across Parliament House. This includes: the Financial Services Governance Branch; People, Property Security Branch; IT Services Unit; and the Planning, Insights and Performance Unit.

The Parliament's ultimate governance body includes the Presiding Officers and the Chief Executive, DPS and the Clerks of the Legislative Council and Legislative Assembly, supported by a contemporary governance framework.

Primary purpose of the role

The role will coordinate project communications including news, updates and milestones to the public, parliamentary community and stakeholder groups, working closely with the Project Management Office (PMO), Capital Works and Digital Transformation portfolio areas, including the Project Managers, to ensure timely, accurate and high-quality communications around project delivery.

The project officer will also provide advice and guidance on communications and change plans for projects; draft materials, social media posts and newsletters for publication; and liaise with relevant stakeholders to provide effective communications for project works.

Key accountabilities

- Develop and maintain relationships with internal stakeholders including the Digital Transformation/ Capital Works Strategy Delivery teams, Office of the Chief Executive, offices of the Presiding Officers the Clerks and House department staff, Parliamentary Services senior managers and their staff to ensure the needs of stakeholders are met.
- Working knowledge of project management processes in the delivery of Digital Transformation or Capital Works projects.
- Coordinating meetings and providing effective administrative support and assistance whilst maintaining a high degree of discretion and sound judgement in dealing with sensitive and confidential matters. Support staff across a range of complex projects in the delivery of Parliaments strategic objectives.
- Guide and advise Project Managers in administering and drafting complex communications plans, training plans.
- Compile and provide various business information (BI) reports and attend meetings as required by the portfolio management office (PMO).
- Effective and accurate project document management including management of electronic records in repositories such as CM9.
- Ensure that project and work areas are safe and without risk to the health of all staff, members, contractors and members of the public.
- Establish effective coordination of communications for the delivery of capital expenditure projects to the various stakeholders of the Parliament of NSW.
- Assist Project Managers by coordinating overarching communications activities, for the Department of Parliamentary Services to guide and support communications planning across a range of projects and activities, including change management planning.
- Ensure effective coordination of communication with all stakeholders to ensure support and advice is accurate, responsive, timely and appropriate.

Key challenges

- Major challenges for the position are relevant and early program/project management consultation and engagement. Including providing proactive and effective support to; program/ projects managers, senior managers and executives in producing effective project communication planning, to ensure timely distribution of relevant project communication materials in the most appropriate formats (i.e.; emails, intranet updates, and/or online training), meeting stakeholder objectives.
- Projects are often delivered under tight timeframes and budgetary constraints. Due to the nature of the Parliamentary environment, some projects are required to be completed when Parliament is not in session, to minimise disruption to Members and the sittings of the Houses.

- Will need understanding of project management, and will be required to advise project managers and/or project support staff on the frequency and different types of communication required throughout the different phases of the project life cycle.
- Analysing project documentation, often including complex technical information and assisting program/project managers to incorporate this into the communications to internal clients, including Members and staff with limited technical knowledge and experience. In order to facilitate effective transfer of information.

Key relationships

Who	Why
Internal	
Presiding Officers / House Department Clerks and Executives	<ul style="list-style-type: none"> • Develop strong relationships and provide expert advice to influence decisions, support initiatives and promote effective communications and collaboration across Parliament
Relevant Reporting Line Manager	<ul style="list-style-type: none"> • Key relationship manager, report to, receive advice and guidance, clarify instructions and report on progress against work plans as required • Provide support to achieve operational priorities, exchange information and contribute to decision-making • Escalate discuss issues and propose solutions
Branch and Business teams	<ul style="list-style-type: none"> • Maintain collaborative working relationships • Liaise to understand Department priorities, programs and activities • Build strong stakeholder relationships for better consultation and communication
Team Members	<ul style="list-style-type: none"> • Collaborate to share information on programs and projects • Participate in team meetings and contribute ideas to improve program, service delivery and work outcomes • Use team insights to continuously improve outputs
Division/Branch Leadership Team	<ul style="list-style-type: none"> • Collaborate and build effective relationships to ensure the optimisation of project milestones • Respond to requests for information or assistance and escalate sensitive issues
	<ul style="list-style-type: none"> •
Stakeholders/Customers	<ul style="list-style-type: none"> • Manage the flow of information, seek clarification and provide reliable advice and responses • Develop and maintain effective working relationships, engaging and consulting in the delivery of organisational objectives

Role dimensions

Decision making

The role is expected to operate with some degree of autonomy in respect to their day to day work priorities and, in this context, is expected to determine matters that need to be referred to senior managers or other staff to deal with and provide advice, exercising discretion and judgement on what is appropriate to send to their manager and/or leadership team.

Reporting line

The role accounts and reports to the relevant reporting line manager

Direct reports

There are no direct reports

Budget/Expenditure

As per the approved DPS Financial Delegations

Key knowledge and experience

- Excellent written communication skills, with an ability to analyse and improve upon a range of documents, including communication plans, emails, memoranda, training plans, intranet pages and progress reports.
- Demonstrated experience in capital expenditure projects, or a demonstrated understanding of best practice project management and contract management principles/processes.
- Demonstrated Customer focus through the provision of timely, reliable and expert advice on matters within the area of responsibility.
- Excellent coordination, organisational and time management skills with a proven ability to assist various projects, meet strict deadlines and demonstrate a high attention to detail
- Proven ability to work constructively and collaboratively in a team environment, and work independently when required
- Project financial administration knowledge, with a demonstrated capacity to manage project controls and produce effective project reporting
- Excellent information management skills, advanced computer literacy and capacity to use a variety of software systems including financial, project management systems, MS Word, Excel and PowerPoint.

Essential requirements

- Appropriate related tertiary qualification, degree and/or equivalent relevant experience in project management, financial, ICT or building/construction is desirable.

Capabilities for the role

The [NSW public sector 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
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">Adapt existing skills to new situationsShow commitment to achieving work goalsShow awareness of own strengths and areas for growth, and develop and apply new skillsSeek feedback from colleagues and stakeholdersStay motivated when tasks become difficult	Intermediate
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none">Tailor communication to diverse audiencesClearly explain complex concepts and arguments to individuals and groupsCreate opportunities for others to be heard, listen attentively and encourage them to express their viewsShare information across teams and units to enable informed decision makingWrite fluently in plain English and in a range of styles and formatsUse contemporary communication channels to share information, engage and interact with diverse audiences
		Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">Encourage a culture that recognises the value of collaborationBuild cooperation and overcome barriers to information sharing and communication across teams and unitsShare lessons learned across teams and unitsIdentify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to workActively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none">Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomesMake sure staff understand expected goals and acknowledge staff success in achieving theseIdentify resource needs and ensure goals are achieved within set budgets and deadlinesUse business data to evaluate outcomes and inform continuous improvementIdentify priorities that need to change and ensure the allocation of resources meets new business needs	Adept





FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Ensure that the financial implications of changed priorities are explicit and budgeted for 	
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> Be proactive in taking responsibility and being accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices, and be vigilant about own and others' application of these practices Be aware of risks and act on or escalate risks, as appropriate Use financial and other resources responsibly 	Intermediate
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> 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	<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 	Adept

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	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