

Role Description

Assistant Coordination Officer



Cluster	Planning, Housing & Infrastructure
Agency	NSW Reconstruction Authority
Division/Branch/Unit	Preparedness & Recovery Regional Delivery
Role number	Various
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	511112
PCAT Code	1221113
Date of Approval	6 December 2023
Agency Website	www.dpie.nsw.gov.au/nsw-reconstruction-authority

Agency overview

The NSW Reconstruction Authority (the Authority) is a statutory corporation within Planning, Housing & Infrastructure. The Authority will improve how NSW plans for disasters and help communities to recover from them faster.

To reduce the severity and impacts of disasters, the Authority will complete critical planning and preparation with communities, businesses, and government. When disaster does strike, we will get recovery started swiftly and coordinate reconstruction efforts across agencies, communities, and other stakeholders.

Primary purpose of the role

Undertake a range of project research, analysis, reporting, implementation, and administrative activities to support the development and delivery of local and regional projects, in line with established project plans and objectives.

Key accountabilities

- Provide project and operational support, including monitoring and reporting on project plans, milestones and deliverables, to ensure time, cost and quality indicators are in line with approved plans and objectives.
- Update and collate documentation and to ensure the delivery of projects complies with agreed project management methodology.
- Undertake research and analysis in assigned project areas including researching and interpreting operational policies and procedures and contribute to the preparation of project briefs to support informed decision making and planning.
- Communicate with relevant stakeholders to provide updates regarding project status and implementation issues.
- Provide a range of secretariat and administrative services, including coordinating committee meetings and preparing papers, to support project management and delivery.
- Collaborate with peers to share learnings, develop efficient work practices and assist in crisis events in other local or regional areas.

Key challenges

- Delivering multiple project support activities in line with agreed standards and objectives, given tight deadlines and competing demands and priorities
- Working collaboratively with internal and external stakeholders who often have competing priorities

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate sensitive issues in the development and delivery of strategies, initiatives, policies, programs and projects• Keep informed, advise and provide regular updates on service delivery and priorities
Work Team	<ul style="list-style-type: none">• Share ideas and information and work collaboratively to enhance team outcomes
Divisional staff	<ul style="list-style-type: none">• Share ideas and information to foster a culture of continuous improvement, achievement and resilience
External	
Government and public sector (including local governments, NSW government agencies and the Commonwealth government as required)	<ul style="list-style-type: none">• To be effective and ensure mutually beneficial outcomes are achieved.
Non-government, business and industry and community sectors	<ul style="list-style-type: none">• Be effective and ensure mutually beneficial outcomes are achieved.
Vendors/Service Providers	<ul style="list-style-type: none">• Be effective and ensure mutually beneficial outcomes are achieved.

Role dimensions

Decision making

Works with supervision and guidance to achieve overall work commitments developed in agreement with the manager.

Acts independently to determine day-to-day priorities and negotiate matters related to area of responsibility. In matters that are sensitive, high-risk or business-critical, the role consults with team members and manager to agree on a suitable course of action.

Reporting line

Manager (Region specific)

Direct reports

N/A

Budget/Expenditure

- Financial Delegation: As per agency financial delegations.
- Administrative Delegation: As per agency delegations' manual.

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	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 Stay motivated when tasks become difficult	Intermediate
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	Focus on key points and speak in plain English Clearly explain and present ideas and arguments	Intermediate



Listen to others to gain an understanding and ask appropriate, respectful questions
 Promote the use of inclusive language and assist others to adjust where necessary
 Monitor own and others' non-verbal cues and adapt where necessary
 Write and prepare material that is well structured and easy to follow
 Communicate routine technical information clearly

Commit to Customer Service
 Provide customer-focused services in line with public sector and organisational objectives

Recognise the importance of customer service and understanding customer needs
 Help customers understand the services that are available
 Take responsibility for delivering services that meet customer requirements
 Keep customers informed of progress and seek feedback to ensure their needs are met
 Show respect, courtesy and fairness when interacting with customers
 Recognise that customer service involves both external and internal customers

Foundational

Work Collaboratively
 Collaborate with others and value their contribution

Build a supportive and cooperative team environment
 Share information and learning across teams
 Acknowledge outcomes that were achieved by effective collaboration
 Engage other teams and units to share information and jointly solve issues and problems
 Support others in challenging situations
 Use collaboration tools, including digital technologies, to work with others

Intermediate



Plan and Prioritise
 Plan to achieve priority outcomes and respond flexibly to changing circumstances

Plan and coordinate allocated activities
 Re-prioritise own work activities on a regular basis to achieve set goals
 Contribute to the development of teamwork plans and goal setting
 Understand team objectives and how own work relates to achieving these

Foundational



Project Management
 Understand and apply effective planning, coordination and control methods

Perform basic research and analysis to inform and support the achievement of project deliverables
 Contribute to developing project documentation and resource estimates
 Contribute to reviews of progress, outcomes and future improvements
 Identify and escalate possible variances from project plans





Intermediate

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	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational