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| **Portfolio** | Communities and Justice | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Homes NSW / Housing Portfolio / Portfolio Management Office | |
| **Location** | Parramatta | |
| **Classification/Grade/Band** | Clerk Grade 9/10 | |
| **Role Number** | TBA | |
| **ANZSCO Code** | 131131 | |
| **PCAT Code** | 3221191 | |
| **Date of Approval** | 11 April 2025 | **Ref: HPORT 133** |
| **Agency Website** | www.dcj.nsw.gov.au | |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Homes NSW overview

The NSW Government is determined to make NSW a place where everyone has access to safe and secure housing, and where experiences of homelessness are rare, brief and non-recurring.

Homes NSW is a division of the Department of Communities and Justice. It brings together the housing and homelessness functions of the Department of Communities and Justice, the NSW Land and Housing Corporation, Aboriginal Housing Office and key worker housing functions from across government all under one roof.

Homes NSW leads work to deliver more social and affordable housing, end the cycle of homelessness, and deliver quality public housing to our 262,000 tenants across NSW.

As a single division, we are streamlining services to ensure we meet the needs of the people we support, with empathy, efficiency and effectiveness. We are elevating the voice of people with lived experience of social housing, housing services and homelessness.

We strive for excellence in service delivery and partner with all levels of government, sector and communities to address the housing crisis.

Most importantly, Homes NSW puts people at the heart – including our staff. Working for us means you are joining a division where your expertise and skills will be valued.

# Primary purpose of the role

The Master Scheduler is responsible for ensuring the development and maintenance of a comprehensive portfolio schedule for an extensive and complex portfolio of projects. The role navigates a large number of multi-million-dollar projects being delivered in parallel across the state – from the development pipeline stage through to dwelling completion.

The role defines and applies effective scheduling principles and frameworks to facilitate the complete, predictable, and transparent portfolio level view of project timelines which will inform and contribute to the effective delivery of the project portfolio.

# Key accountabilities

* Develop and implement effective scheduling frameworks, processes, and standards to ensure manageable, consistent, and predictable project planning, monitoring, and reporting across the Housing Portfolio group.
* Develop, analyse, and maintain master portfolio schedules, including critical portfolio interdependencies, to support delivery of critical programs.
* Engage, coach, advise and resolve issues across a wide range of stakeholders and Project Managers at all levels of the organisation to ensure the effective development and maintenance of schedules.
* Monitor and analyse portfolio and project schedule logic and status, ensuring currency and scope changes and slippages are reflected into schedules.
* Implement portfolio scheduling frameworks and work across teams to ensure adherence to scheduling principles and best practises and govern scheduling across the portfolio of projects.
* Provide predictive analytics and forward-looking schedules to support Project Managers and executive decision-making processes.
* Generate high-level portfolio reports and detailed portfolio project schedules, ensuring stakeholders understand the impact on project and organisational objectives.
* Utilise advanced scheduling tools and software to track project milestones and critical paths

# Key challenges

* Creating a cohesive master schedule from multiple projects and programmes, each with their own timelines, deliverables, and resource allocations, whilst identifying resource constraints and conflicts and balancing competing projects requiring the same resources to ensure strategic program delivery
* Swiftly adjust schedules in response to project scope changes, resource availability, or external factors, without compromising the integrity of the master schedule or the delivery of other projects within the portfolio whilst keeping all stakeholders informed and in agreement with the scheduling decisions, including project managers and executives.
* Ensure data integrity and applying robust analytical skills to create flexible schedules that can withstand unforeseen developments and forecast potential conflicts/delays to recommend pre-emptive actions in an unpredictable environment with competing priorities.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| PfMO Director | * Receive guidance and direction * Provide expert, authoritative and evidence-based advice |
| PfMO Team Members | * Provide expert advice and analysis on a full range of matters * Contribute to group decision making processes, planning and Goals * Collaborate and share accountability |
| Housing Portfolio Divisions | * Identification of potential bottlenecks and resourcing challenges * Provide expert advice and analysis on a full range of matters * Contribute to group decision making processes, planning and Goals |
| **External** |  |
| Interagency | * Provide adhoc expert, authoritative and evidence-based advice as required |

# Role dimensions

## Decision making

The role:

* works with some supervision to set priorities of own workload in alignment with management.
* works with some management guidance develops a suitable approach in managing workload and provision of advice and input team planning and projects.
* responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
* ensures a course of action is suitable and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required.

In addition:

* The role is fully accountable for the accuracy, integrity, and quality of the content of advice provided to the Housing Portfolio and is required to ensure that decisions are based on sound evidence, but at times may be required to make effective judgements under pressure or in the absence of complete information or expert advice.
* The role will determine key work priorities within the context of agreed work plans and will consult with the Director DfPMO on complex, sensitive and major issues that have a significant impact on the unit.

## Reporting line

## The role reports to the Manager – Performance Reporting

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Demonstrated experience in the development of high-quality schedules and exposure to forecasting and scheduling within a complex environment
* In-depth understanding of scheduling methodologies and principles, including Critical Path Method (CPM), Program Evaluation Review Technique (PERT), and resource levelling.
* Knowledge of project management processes and phases from initiation through to closing.
* Familiarity with project management software tools that support scheduling functions, such as Microsoft Project, Primavera P6, or similar.
* Proven experience as a Master Scheduler or in a similar role managing complex project schedules.
* Experience in planning, scheduling, and controlling project activities to meet project objectives.

# Essential requirements

* Relevant qualifications in Project Management, Business Management, or other related disciplines.
* Strong written and verbal communication ability and experience

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# 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** |
| Personal Attributes logo | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | | | * Be flexible, show initiative and respond quickly when situations change * Give frank and honest feedback and advice * Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately * Raise and work through challenging issues and seek alternatives * Remain composed and calm under pressure and in challenging situations | Adept | |
| Relationships logo | **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 | |
| Relationships logo | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | | | * Negotiate from an informed and credible position * Lead and facilitate productive discussions with staff and stakeholders * Encourage others to talk, share and debate ideas to achieve a consensus * Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes * Influence others with a fair and considered approach and sound arguments * Show sensitivity and understanding in resolving conflicts and differences * Manage challenging relationships with internal and external stakeholders * Anticipate and minimise conflict | Adept | |
| Results logo | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | | | * Understand the links between the business unit, organisation and the whole-of-government agenda * Ensure business plan goals are clear and appropriate and include contingency provisions * Monitor the progress of initiatives and make necessary adjustments * Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately * Consider the implications of a wide range of complex issues and shift business priorities when necessary  1. Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning | Advanced | |
| Results logo | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | | * Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence * Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience * Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience * Seek contributions and ideas from people with diverse backgrounds and experience * Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness * Identify and share business process improvements to enhance effectiveness | Adept | |
| Business Enablers logo | **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 | |

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| **Focus Occupation Specific Capabilities** | | | |
| Infrastructure and Construction logo | **Capability name**  Capability description | **Capability Set** | **Level** |
| **Maintain Project Governance**  Determine the framework of policies, regulations, functions, processes, procedures and responsibilities by which the project or program will be established, managed and controlled. | * Adhere to organisational and project governance frameworks and established common systems. * Recognise early warning signs of governance issues. * Establish, navigate and support continuous improvement of organisational probity and governance requirements. * Anticipate routine or medium-term governance changes. * Establish project probity and governance systems, including systems for life cycle, reporting, risk, performance and change management. * Establish and execute a program of project audits and reviews, including gateway reviews, and forecast, recognise and escalate issues, as required. * Analyse complex performance issues to develop and implement interventions or solutions to turn around underperforming projects.   Establish the appropriate level of project controls and measures. | Established |

# 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 logo |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | 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 |
| Relationships logo |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| 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 | Adept |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |